User Guide

Risk Wizard Version: 3.7

Published: May 2011

© Risk Wizard Pty Ltd 2011

Table of contents

Introduction **4**
1 Quick guide to system **4**
1.1 System building blocks *5*
1.2 Relationship between Strategy (perspectives), Risk, Compliance, Incident, Controls and Actions *6*
2 Getting started **8**
2.1 Login and Sign out *8*
2.2 Changing password *9*
3 Main menu **10**
3.1 Home *10*
3.2 Product summary *11*
4 Major features and functions **12**
4.1 Record level permissions *12*
4.2 Registers *13*
4.3 Dashboards *21*
5 Common record level functionality **27**
5.1 Link *27*
5.2 Attach *27*
5.3 Note *28*
5.4 Actions *29*
5.5 Change log *30*
6 Risk **31**
6.1 Risk *31*
7 Compliance **35**
7.1 Obligations *35*
7.2 Tasks *40*
8 Incident **43**
9 Strategy **46**
9.1 Perspectives *47*
10 Controls **49**
11 Actions **51**
12 Contacts **54**
13 Reports **56**
14 Calendar **57**

© 2011 Risk Wizard Pty Ltd

Manual updated for Release 3.7 May 2011

This manual has been updated for release 3.7. Amendments are highlighted by a bold black border on the right of the paragraph as per the example below.

> This is an example of the 'border' applied to the paragraph updated/inserted for new release.

© 2011 Risk Wizard Pty Ltd

Introduction

Risk Wizard RELIANCE is a fully web based Governance, Risk and Compliance system. RELIANCE provides a wealth of information and analysis for supporting your organisation through better decision making and management of your organisation's strategic objectives, risks, compliance obligations and incidents.

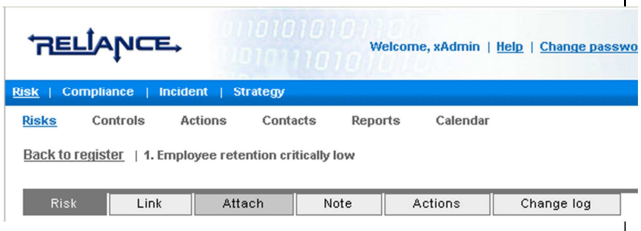
User Guide

The RELIANCE User Guide provides an overview of the Reliance system. Risk Wizard maintains up-to-date copies of the RELIANCE User Guide in the **Resources** area of the RELIANCE on-line help. Further detailed information on any aspect of the RELIANCE system can be found at Risk Wizard's Web Help.

Risk Wizard Web Help: http://reliance.riskwizard.com/Help

1 Quick guide to system

Easy navigation

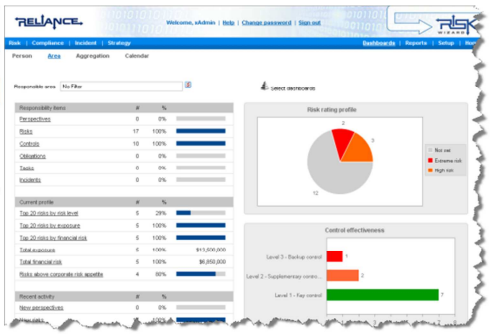


Three levels of navigation:

- Module,
- Menu,
- Tab.

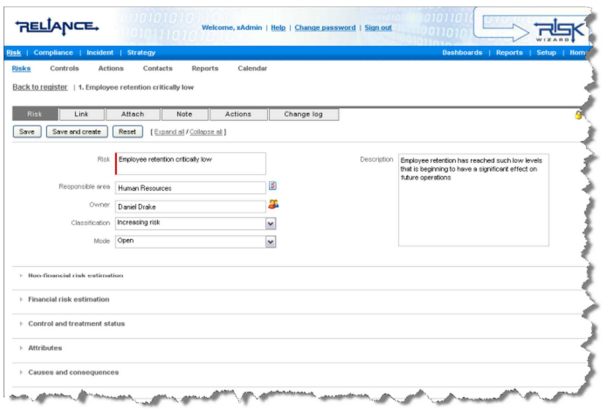
Very simple and familiar navigation for Users to locate the information or function they are looking for.

Interactive dashboards



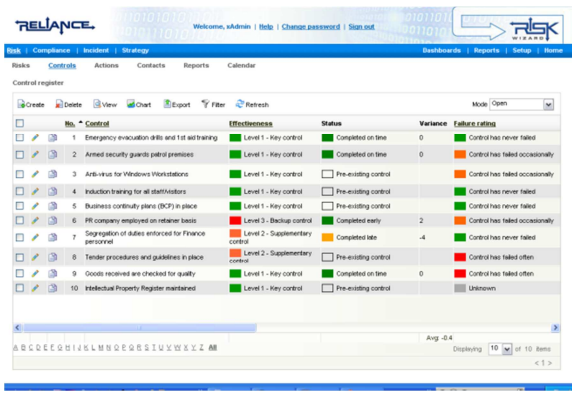
Four dashboards: Person, Area, Aggregation, and Calendar. Drill-down links, Informative charts, Active filters

Single input screens



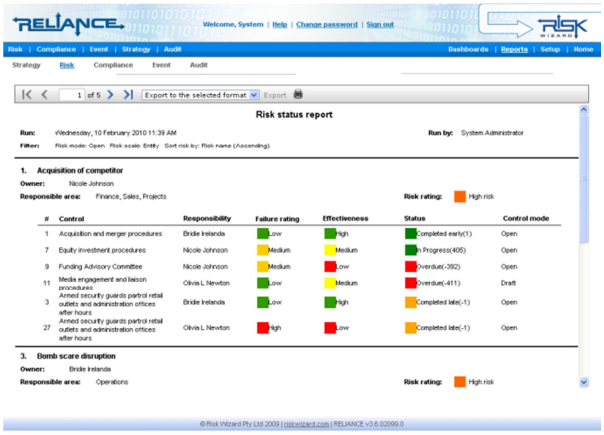
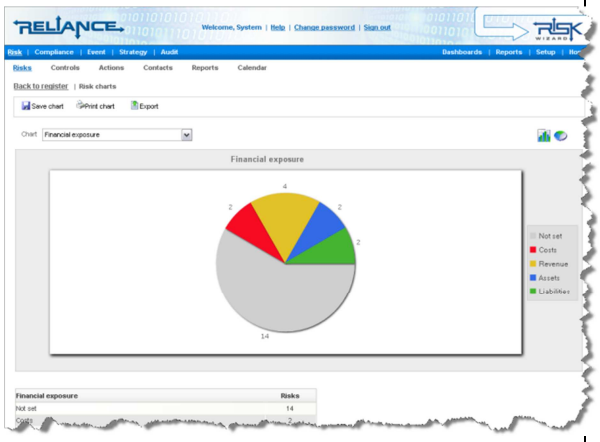
Single input screens: Risk, Compliance, Incident,

Functional registers



Seven registers: Risk, Compliance (2), Incident, Strategy, Control and Action. Rich functionality,

© 2011 Risk Wizard Pty Ltd

Strategy, Control and Action. Links to other registers, Attachments, No business rules.	Create/delete, Edit risk information, Duplicate, Export, Chart, Drag & drop columns.
Filtered reports  Range of reports: Strategy (1), Risk (4), Compliance (2), Report filters. Export to excel.	**Multiple charts**  Each register has a wide range of charts: Strategy (6), Risk (20), Compliance (10), Incident (8) and Control (9). Export chart data, Print/save/cut & paste.

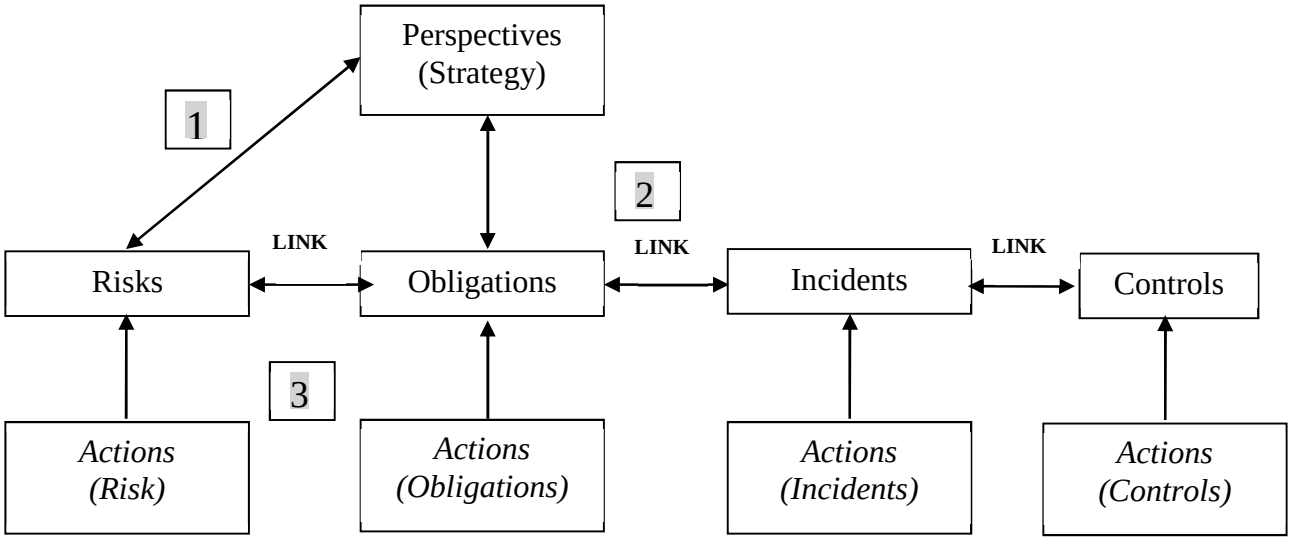
1.1 System building blocks

RELIANCE is made up of a number of screens which quickly become familiar and recognisable. They form the building blocks of the system, and will be consistent in terms of look and functionality between products and modules. The building blocks include the following:

1. **Dashboard** (analyse risk and related information, full drill down)
2. **Input**
    a. **Data** (input data/information)
    b. **Link** (create relationship between strategies, risks, compliance obligations and controls)
    c. **Attachment** (attach files, URL or file Path to records)
    d. **Note** (record notes)
    e. **Actions** (create tasks/activities)
    f. **Change log** (displays record changes)
    g. **Record level permission** (determines security privileges for the record)
3. **Register** (register of strategies, risks, compliance obligations, compliance tasks, incidents, controls and actions – export, chart)
4. **Chart** (column and pie charts for each register – strategy, risk, compliance, incident and control)
5. **Report** (range of filterable and exportable reports)
6. **Calendar** (filterable event calendar with drill-down)

© 2011 Risk Wizard Pty Ltd

1.2 Relationship between Strategy (perspectives), Risk, Compliance, Incident, Controls and Actions



Key to diagram:

1. Strategy has a linked relationship with both Risks and Compliance obligations. Links can be established both ways between the objects e.g. a risk can be linked to one or more perspective (s) from the risk record and vice-versa. With strategic reporting this enables a parent/child report to be developed i.e. shows all the perspectives as 'parent' items and the related risks as the 'child' items.

2. Risks, Obligations (Compliance), Incidents and Controls are all stand-alone separate objects with their own registers. Records belonging to each of these objects can be linked to one another through the 'Link' function e.g. a risk could be linked to one compliance obligation, two different incidents; five different controls etc.

3. Risks, Obligations (Compliance), Incidents and Controls all have their own Actions registers. This is a strict 'parent/child' relationship meaning that an Action created for a risk record can only belong to that risk. It is not possible to share Actions neither with other items from the same object nor with other objects.

Strategy (Perspectives), Risk, Compliance, Incident, Control and Actions are separate registers within RELIANCE. Each register is made up of its own individual and unique records. For example, Strategy register is made up of 'Perspective' records. Risk register is made up of 'Risk' records. Compliance register is made up of 'Obligation' records. Compliance also has a secondary register for 'obligation tasks', which are subordinate to 'obligations'. Control register is made up of 'Control' records. Actions register is made up of 'Action' records.

© 2011 Risk Wizard Pty Ltd

Each Perspective, Risk, Compliance and Control record has its own set of unique data fields, measures and labels unique to that record and register. However, there exist relationships between Perspectives, Risks and Obligations and Controls etc. For example:

- A Strategy record (Perspective) may have one or many Risks linked to it.
- A Risk record may have one or many Controls linked to it.
- A Compliance obligation record may have one or many Risks or Controls linked to it.
- An Incident could be linked to one or more risks, controls or obligations

A 'link' is the creation of a physical association between a record in one register and a record in another register. These links are useful in establishing relationships between records in different registers. For example, a risk is managed through a range of controls. This relationship can be created through the 'links' function.

Below is another way of viewing the relationships that exist between the available modules/objects within the Reliance suite.

	Risk	Incidents	Compliance	Strategy	Control	Actions
Risk	✓	✓	✓	✓	✓	✓
Incidents	✓		✓	×	✓	✓
Compliance	✓	✓		✓	✓	✓
Strategy	✓	×	✓		×	✓
Control	✓	✓	✓	×		✓
Actions	✓	✓	✓	✓	✓	

© 2011 Risk Wizard Pty Ltd

2 Getting started

The RELIANCE system administrator will manage all access privileges. Please see your RELIANCE administrator for a valid Username and Password.

2.1 Login and Sign out

To gain access to the system the correct Username and Password must be entered. There is no automatic disabling of accounts where, for example, a password has been incorrectly entered more than 3 times.

Generally, the following login rules apply:

- Username is not case sensitive
- Username cannot contain spaces
- Username should be between 6 and 10 characters in length unless otherwise setup during software installation
- Deleted and disabled users cannot login

Password attributes include:

- Minimum 6 characters including leading and trailing spaces, unless otherwise setup during software installation
- Maximum 12 characters including leading and trailing spaces
- Case sensitive
- Cannot be blank

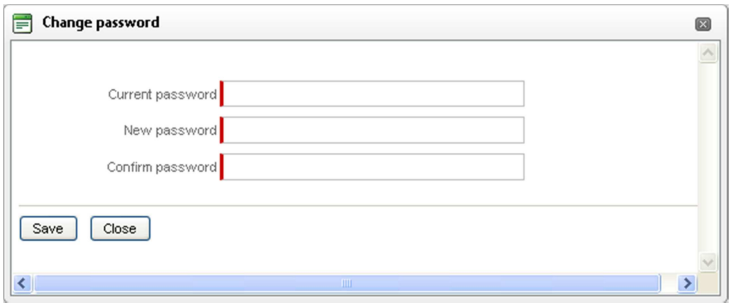
Note: Username and Password are created within the System setup > Contacts > Authority details section.

The '**Sign out**' link located in the screen header is used to exit the system and return immediately to the Login screen. Note: The user can simply close the browser tab or entire browser to exit the system if there is no requirement to return to the Login screen.

© 2011 Risk Wizard Pty Ltd

2.2 Changing password

To change password the user must click the 'Change password' link in the screen header to initiate the password change process.



In the pop up display window the user must enter the current password, then enter and confirm the new password.

Password attributes include:

- Minimum 6 characters including leading and trailing spaces 9 length unless otherwise setup during software installation)
- Maximum 12 characters including leading and trailing spaces
- Case sensitive
- Cannot be blank

The password change effect will take place once the current session is ended after which you will be required to enter the new password in the Login screen to gain access to the system.

© 2011 Risk Wizard Pty Ltd

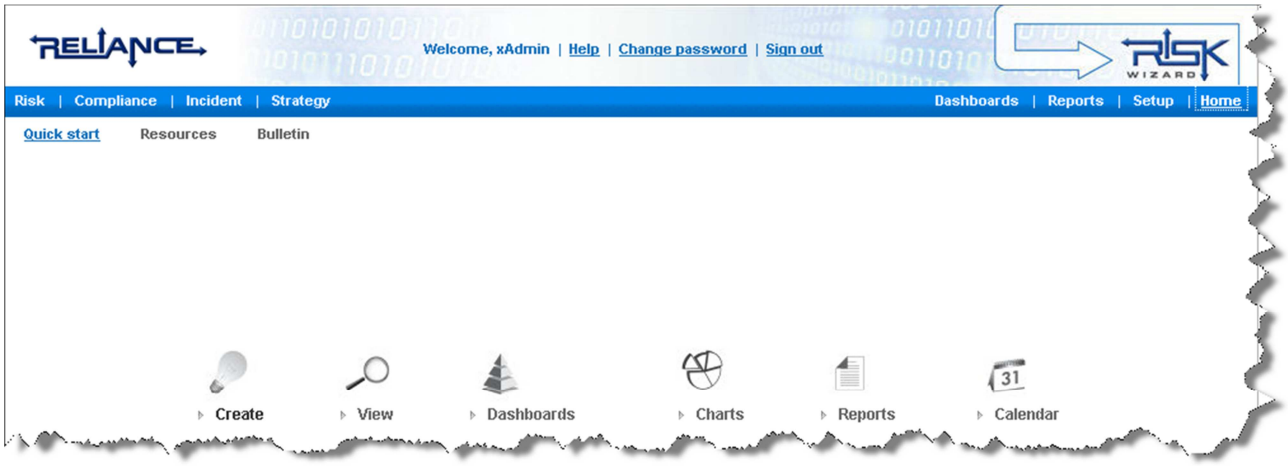
3 Main menu

RELIANCE
Welcome, xAdmin | Help | Change password | Sign out
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Quick start
Resources
Bulletin

3.1 Home

HOME is the gateway to immediate access links to:

- **Quick start** - links to all aspects of the system (Create and View records, Dashboard analysis and filtering, Charts to print or export, Reports to print or export, Calendar of events)
- **Resources** – a register of important and relevant risk, compliance, audit and control related files and links relevant to RELIANCE users. All users can access and attach any resource material.
- **Bulletin** – a register of notices which can be shared with other RELIANCE users. Bulletin listings are created by RELIANCE users and shared with other users.



© 2011 Risk Wizard Pty Ltd

3.2 Product summary

3.2.1 Risk

RISK is a powerful risk management information system. Used properly, the Risk product enables you to quickly and easily build and manage an integrated risk and control portfolio that delivers an array of decision making information.

The product menu includes Risks, Controls, Actions, Contacts, Reports and Calendar. The principal menu items are Risks, Controls and Actions. Accessing these provides you with highly functional risk and control registers that provide a window to your core information. From here you can create, edit, duplicate, delete, view, chart, matrix, export, filter, report and refresh your data. You also have the option to choose how many records you can display in the register page and what 'mode' of record you wish to view in the register.

3.2.2 Compliance

COMPLIANCE is an information and management system which helps to register corporate obligations. Obligations may come from external or internal sources and can vary from regulations, policies, procedures, contract requirements to social responsibilities etc… The compliance system is used as a centralised register for these compliance obligations and through the use of workflow notifications and a range of tools and functions assists in the management, reporting and analysis of those obligations. Compliance has the full range of RELIANCE functions such as controls, actions, notes, attachments, reports and much more.

3.2.3 Incident

INCIDENT is an information and management system which helps to track incidents and other events. Incidents may come from external or internal sources and can vary from injuries, accidents, complaints, financial loss events, network outages etc. The Incident system is used as a centralised register for these items and through the use of workflow notifications and a range of tools and functions assists in the management, reporting and analysis of those incidents.

3.2.4 Strategy

STRATEGY enables you to build strategic information that can be linked to other information in the system. This linked information feature allows the user to quickly and easily build robust data relationships and thus create a more meaningful strategic framework.

The strategic framework is built up by creating what we call 'Perspectives'. For example, you might create a perspective called 'sales expansion strategy'. After this you might review the risk register and determine that various 'sales and marketing' risks could affect the 'sales expansion strategy'. To establish a relationship the data records must be linked together. Once linked, the linked information can be analysed through dashboards, reports and registers.

© 2011 Risk Wizard Pty Ltd

4 Major features and functions

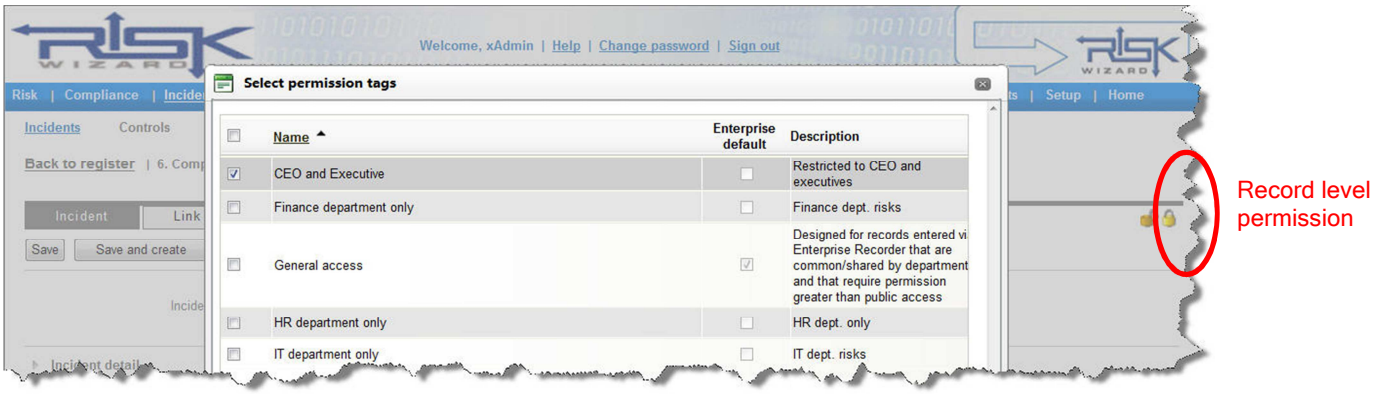
4.1 Record level permissions

Record level security can be enabled through use of permission tags linked to the user's role. For example, a Finance role is created. John is a user and is assigned to the Finance role. There are 50 permission tags created for the organisation in total and out of these Tag #s 15, 16, 17 and 18 are linked to the Finance role. Therefore, John has permission to access any record in the database that is associated (tagged) with these tag numbers. Furthermore, he can change permission tags on a record if he has been granted rights within his user privilege section.

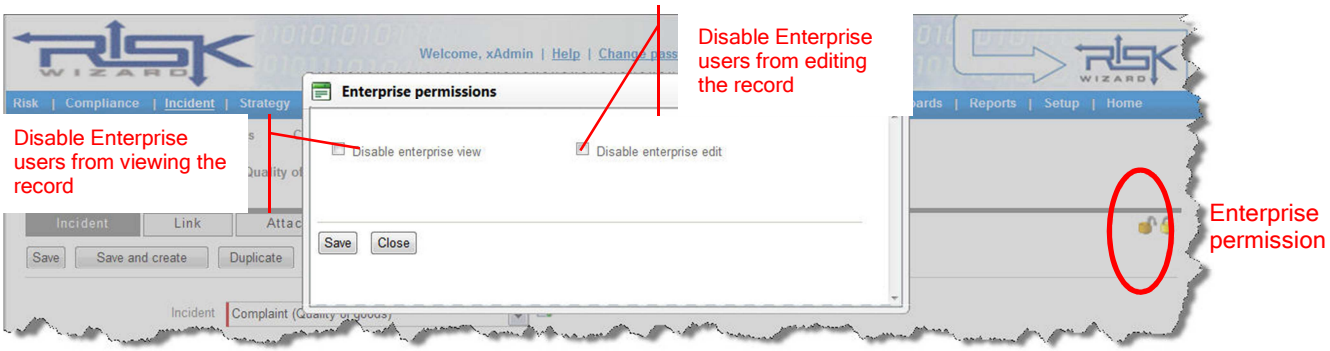
Record level permissions enable the organisation to segregate information within the database so that one business unit or person is prevented from viewing another's records.

Each user can have a nominated permission tag. This tag is automatically assigned to any record that user creates. If no tag is nominated then the user's records are automatically 'public'.

Permission tags against a record can be viewed to the extreme right of the Register (detail view). In edit mode an icon in the shape of a lock is shown in the top right hand side of the record window. Click the "closed" lock to display the selected permission tags for that record. If the lock is "open" then it is a public record. The lock is disabled where the user has no permission change privileges.



Record Level Permissions determine what records licenced users can view in the system. In this example access to see this record is limited to Users who have been allocated the CEO and Executive permission tag. The Risk Wizard administrator can give Users access to change the permission tag (from one tag to another tag, or to select additional tags which can see the record).

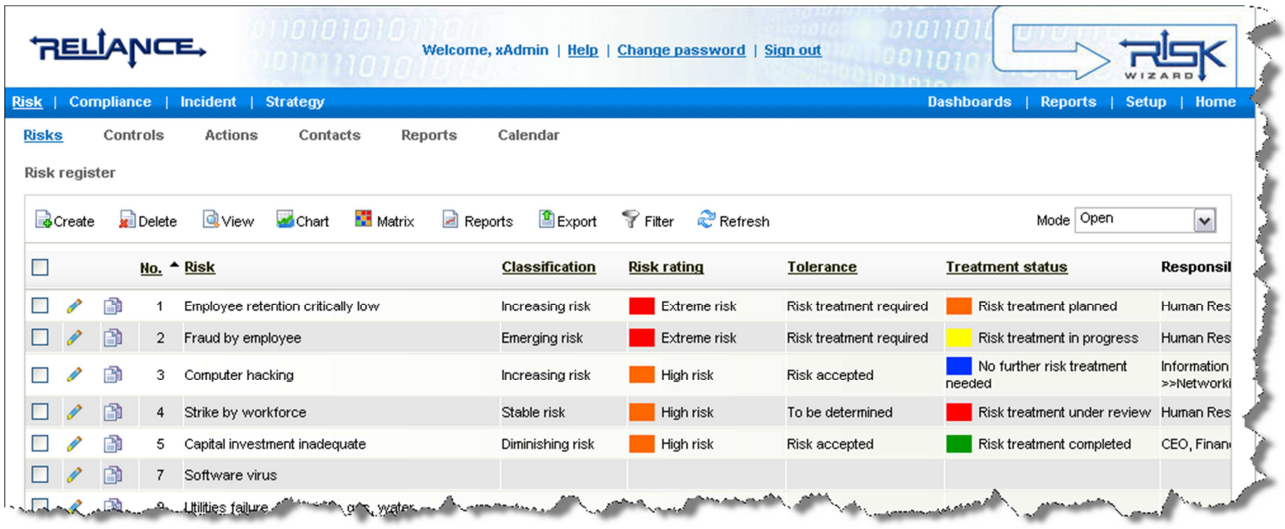


Enterprise permission allows the licenced user to disable enterprise user's access to edit and/or view (via their email notification hyperlinks) the record.

© 2011 Risk Wizard Pty Ltd

4.2 Registers

The register not only provides a 'window' to the data but also acts as an 'instrument panel' allowing the user to quickly access a range of features and functions. The features and functions of the register are explained below:

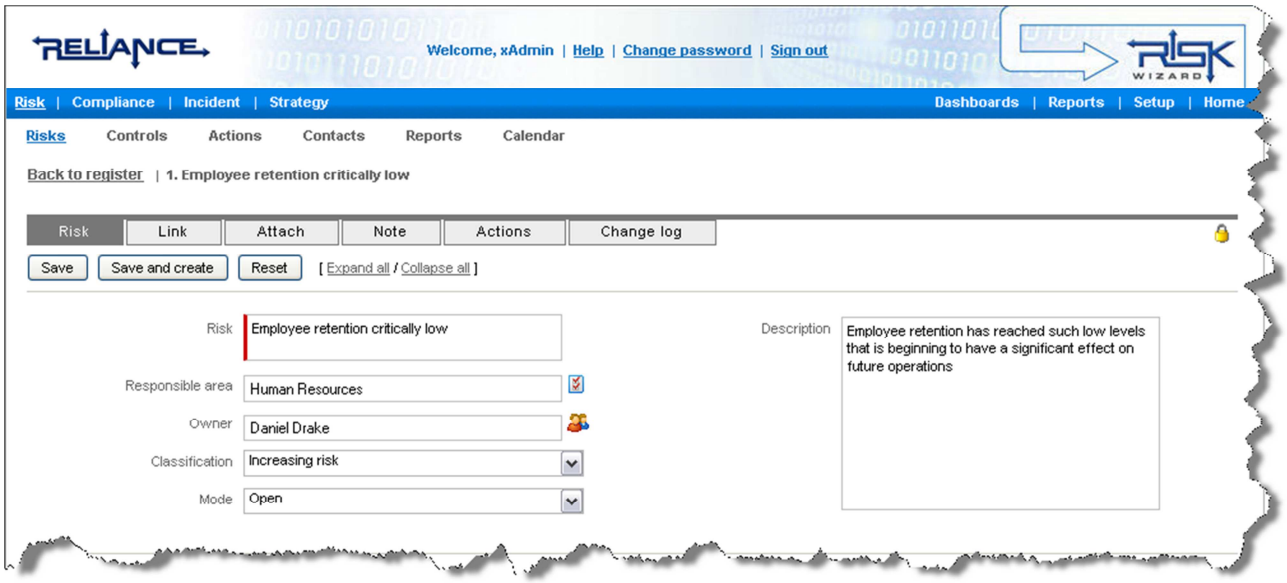

RELIANCE
Welcome, xAdmin | Help | Change password | Sign out
RISK WIZARD
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Risks Controls Actions Contacts Reports Calendar
Risk register
Create Delete View Chart Matrix Reports Export Filter Refresh
Mode Open
No. Risk Classification Risk rating Tolerance Treatment status Responsil
1 Employee retention critically low Increasing risk Extreme risk Risk treatment required Risk treatment planned Human Res
2 Fraud by employee Emerging risk Extreme risk Risk treatment required Risk treatment in progress Human Res
3 Computer hacking Increasing risk High risk Risk accepted No further risk treatment needed Information >>Networki
4 Strike by workforce Stable risk High risk To be determined Risk treatment under review Human Res
5 Capital investment inadequate Diminishing risk High risk Risk accepted Risk treatment completed CEO, Finan
7 Software virus

Create

Select the 'Create' button to take you to the 'New record' screen. Required fields are marked with a red vertical line.

Edit

Select the 'Edit' icon (pen) in the second column of the register to take you to the 'Edit record' screen.


RELIANCE
Welcome, xAdmin | Help | Change password | Sign out
RISK WIZARD
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Risks Controls Actions Contacts Reports Calendar
Back to register | 1. Employee retention critically low
Risk Link Attach Note Actions Change log
Save Save and create Reset [Expand all / Collapse all]
Risk Employee retention critically low
Responsible area Human Resources
Owner Daniel Drake
Classification Increasing risk
Mode Open
Description Employee retention has reached such low levels that is beginning to have a significant effect on future operations

© 2011 Risk Wizard Pty Ltd

Duplicate

Select the 'Duplicate' icon (documents) in the third column of the register to take you to the 'New record' screen.

Delete

Check the boxes in the first column of the register for the records requiring deletion. Select the 'Delete' button. All checked records are deleted from the register.

View

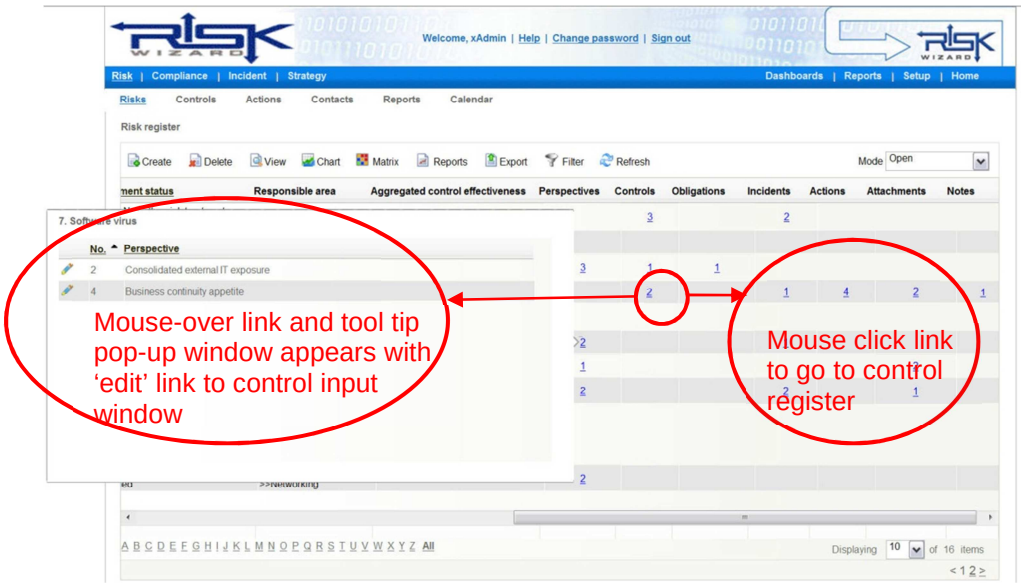
There are two register views, Simple (default) and Detailed.

Simple view – display high level overview of records. 8-12 data items displayed as well as all drill-down record links.

All record links (perspectives, risks, controls, obligations, incidents, actions, attachments, notes) are displayed to the right of the 'Simple view' in all registers.

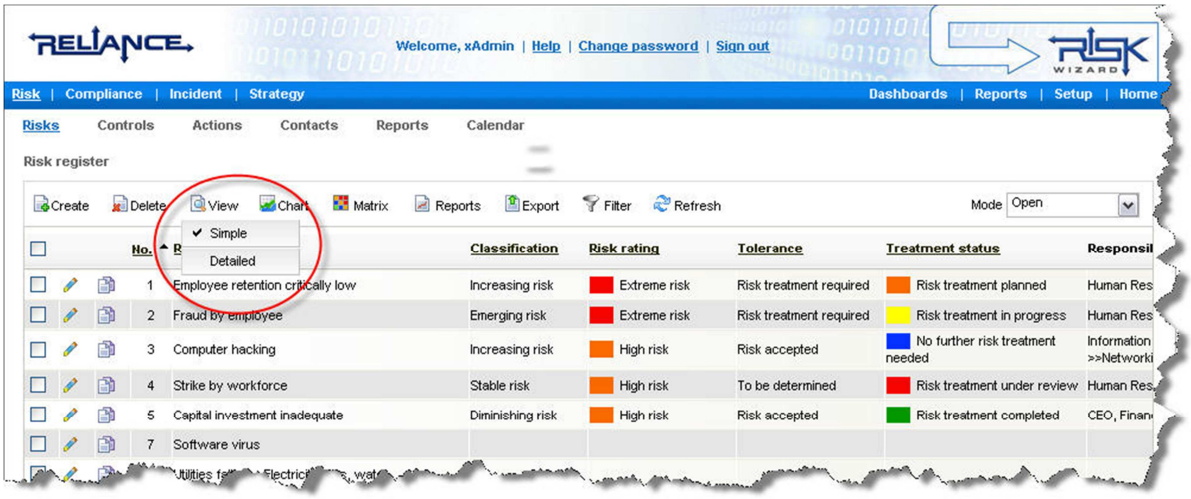
These links provide:

- Count of the number of related linked records;
- Drill down to the relevant register of records by direct mouse click of the link number;
- Tool tip pop-up window
    - o showing the number and name of the linked record/s
    - o providing drill-down to the input window for the linked record/s


Welcome, xAdmin | Help | Change password | Sign out
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Risks Controls Actions Contacts Reports Calendar
Risk register
Create Delete View Chart Matrix Reports Export Filter Refresh
Mode Open
Responsible area
Aggregated control effectiveness
Perspectives
Controls
Obligations
Incidents
Actions
Attachments
Notes
No.
Perspective
2 Consolidated external IT exposure
4 Business continuity appetite
Mouse-over link and tool tip pop-up window appears with 'edit' link to control input window
Mouse click link to go to control register

© 2011 Risk Wizard Pty Ltd

Detailed view – display all record information in the register.


Welcome, xAdmin | Help | Change password | Sign out
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Risks Controls Actions Contacts Reports Calendar
Risk register
Create Delete View Chart Matrix Reports Export Filter Refresh
Mode Open
Simple
Detailed
No. Classification Risk rating Tolerance Treatment status Responsil
1 Employee retention critically low Increasing risk Extreme risk Risk treatment required Risk treatment planned Human Res
2 Fraud by employee Emerging risk Extreme risk Risk treatment required Risk treatment in progress Human Res
3 Computer hacking Increasing risk High risk Risk accepted No further risk treatment needed Information >>Networki
4 Strike by workforce Stable risk High risk To be determined Risk treatment under review Human Res
5 Capital investment inadequate Diminishing risk High risk Risk accepted Risk treatment completed CEO, Finan
7 Software virus

Charts

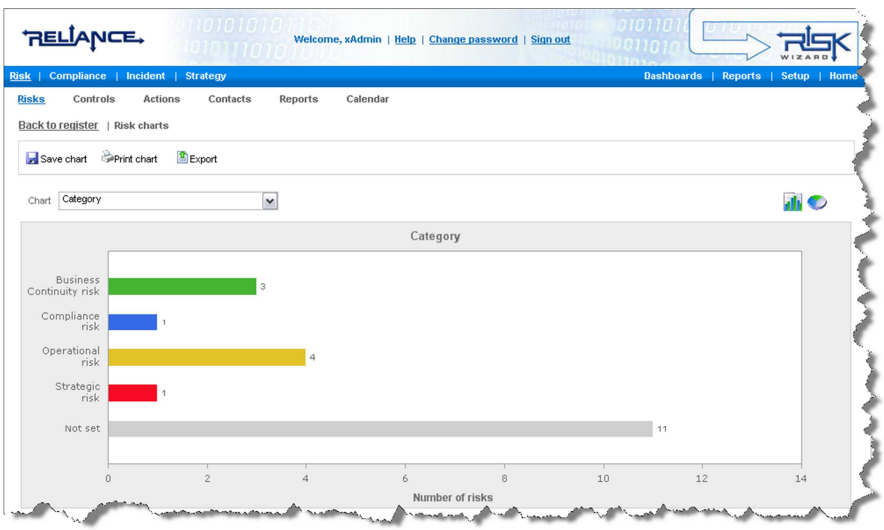
Chartable data is based on the records shown in the register. Available charts are listed in the 'Chart' drop down menu. When the required chart is selected from here the related data series appears below the chart.

The user can toggle between pie chart and bar chart views by clicking the chart icons above the displayed chart. (Note: This option is not applicable to 'stacked' bar charts and some other chart options).

The 'Save chart' button enables the user to save the chart image to a preferred location. Alternatively, you can right click the chart image itself and either copy or save the image.

The 'Print chart' button enables you to print the chart image. The print dialog box appears allowing you to select your printer.

Export' button enables you to export the chart data either into Microsoft® Word or Excel. The default is to export all of the data however you can specify which rows of data you want by checking the required boxes on the left side of the data series.

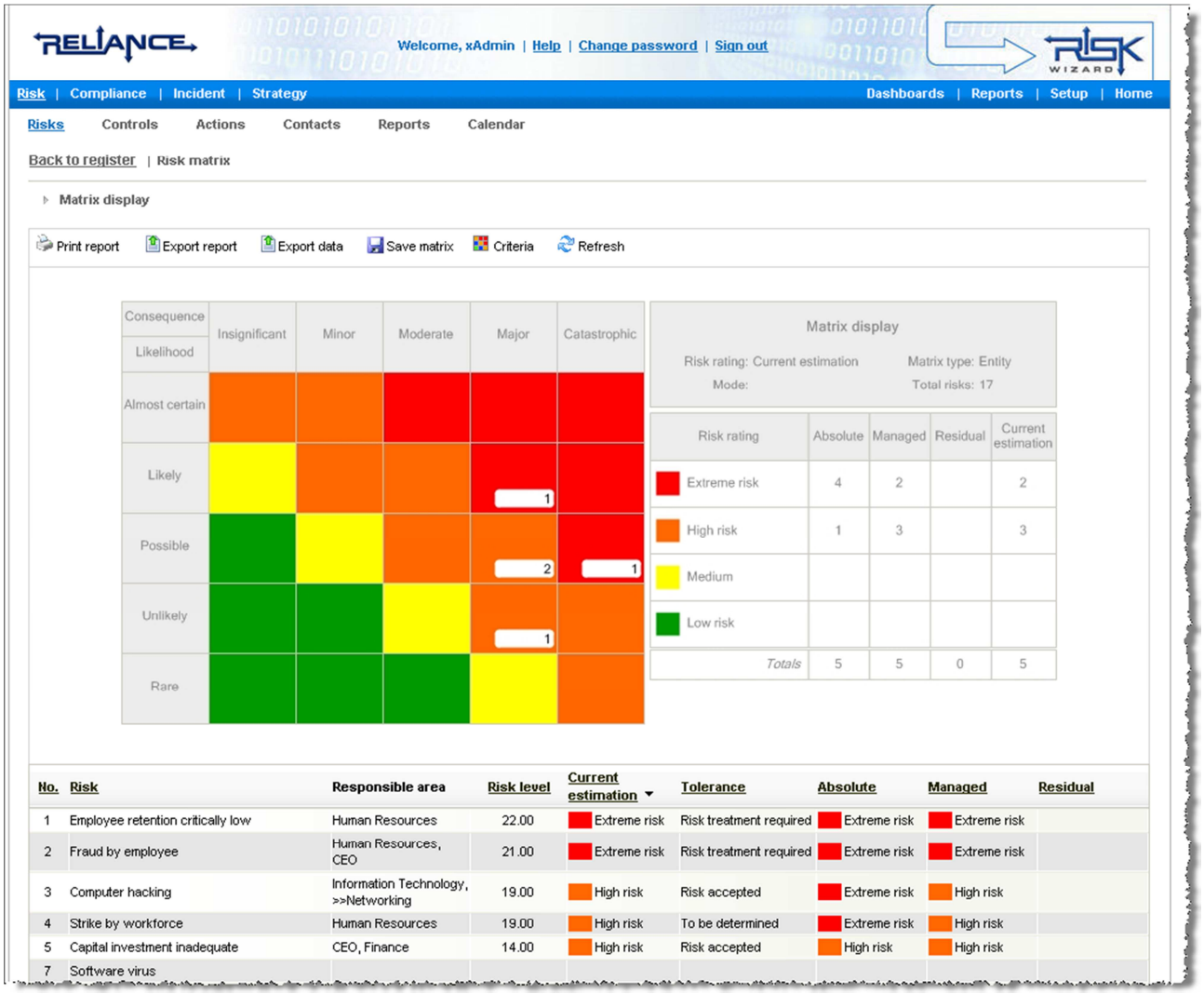


© 2011 Risk Wizard Pty Ltd

Matrix (Risk only)

The 'Matrix' button displays an interactive risk matrix, 'heat map'. This is a graphical representation of the risk matrix used to measure risk. It shows the distribution of all risks in the risk register. The risk matrix has a 'matrix display' option which allows you to choose the type of risk rating displayed in the matrix (Current estimation, Absolute, Managed, Residual). It also allows you to display the risk level which is associated with each cell in the risk matrix.

The register below the matrix allows you to sort the matrix data by any criteria. The matrix provides a range of reporting options, which includes: printing, exporting the register information to Microsoft Excel/Word, saving the matrix as a jpeg file; exporting the full report to Microsoft Word or a .pdf file.


RELIANCE
Welcome, xAdmin | Help | Change password | Sign out
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Risks Controls Actions Contacts Reports Calendar
Back to register | Risk matrix
Matrix display
Print report Export report Export data Save matrix Criteria Refresh
Consequence / Likelihood
Insignificant Minor Moderate Major Catastrophic
Almost certain
Likely
Possible
Unlikely
Rare
Matrix display
Risk rating: Current estimation
Matrix type: Entity
Mode:
Total risks: 17
Risk rating Absolute Managed Residual Current estimation
Extreme risk 4 2 2
High risk 1 3 3
Medium
Low risk
Totals 5 5 0 5
No. Risk Responsible area Risk level Current estimation Tolerance Absolute Managed Residual
1 Employee retention critically low Human Resources 22.00 Extreme risk Risk treatment required Extreme risk Extreme risk
2 Fraud by employee Human Resources, CEO 21.00 Extreme risk Risk treatment required Extreme risk Extreme risk
3 Computer hacking Information Technology, >>Networking 19.00 High risk Risk accepted Extreme risk High risk
4 Strike by workforce Human Resources 19.00 High risk To be determined Extreme risk High risk
5 Capital investment inadequate CEO, Finance 14.00 High risk Risk accepted High risk High risk
7 Software virus

© 2011 Risk Wizard Pty Ltd

Reports (Risk only)

The 'Reports' button displays the menu of risk reports available. This is a fixed format report type that represents the records that have been filtered in the register. Output formats include PDF, Excel and Word.

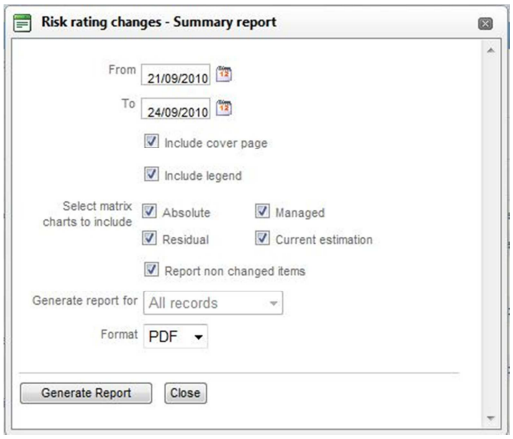
- **Risk rating report –** risk records with risk ratings
- **Risk changes – detailed** -changes for a risk for a given period of time. Highlights changes to each and every field for a Risk record. Report index provides overview of risks with/without changes.
- **Risk rating changes – detailed** – Shows every change in Risk Rating for a given period of time. Highlights risk rating trends over time or between selected dates.
- **Risk rating changes – summary –** Shows change in Risk Rating from one period to another for selected risks.
- **Risk control action report** – Shows risk/s and their linked control/s, and actions that are linked to the controls in a hierarchical format.
- **Risk control action export** – Exports the Risk Control action report directly into excel including some additional action information for performance analysis.

Risk register reporting options

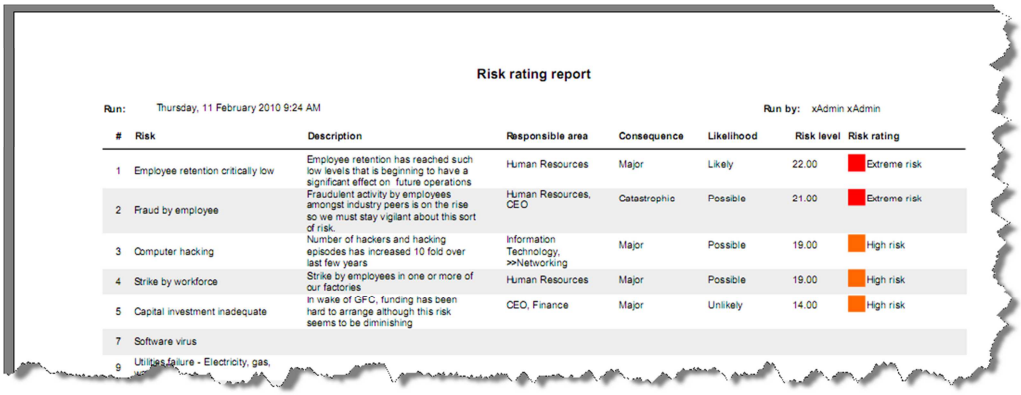
Each new risk register report provide a range of report building options. Simply pick the items you want included in the report. Most reports provide:

- date-range options to run the report for;
- choice to run the report for all records in the register or selected records
- Export report to PDF or Microsoft® Word

Select report items



Sample Register report



Risk rating report

Run: Thursday, 11 February 2010 9:24 AM — Run by: xAdmin xAdmin

#	Risk	Description	Responsible area	Consequence	Likelihood	Risk level	Risk rating
1	Employee retention critically low	Employee retention has reached such low levels that is beginning to have a significant effect on future operations	Human Resources	Major	Likely	22.00	Extreme risk
2	Fraud by employee	Fraudulent activity by employees amongst industry peers is on the rise so we must stay vigilant about this sort of risk.	Human Resources, CEO	Catastrophic	Possible	21.00	Extreme risk
3	Computer hacking	Number of hackers and hacking episodes has increased 10 fold over last few years	Information Technology, >>Networking	Major	Possible	19.00	High risk
4	Strike by workforce	Strike by employees in one or more of our factories	Human Resources	Major	Possible	19.00	High risk
5	Capital investment inadequate	In wake of GFC, funding has been hard to arrange although this risk seems to be diminishing	CEO, Finance	Major	Unlikely	14.00	High risk
7	Software virus						
9	Utilities failure - Electricity, gas,						

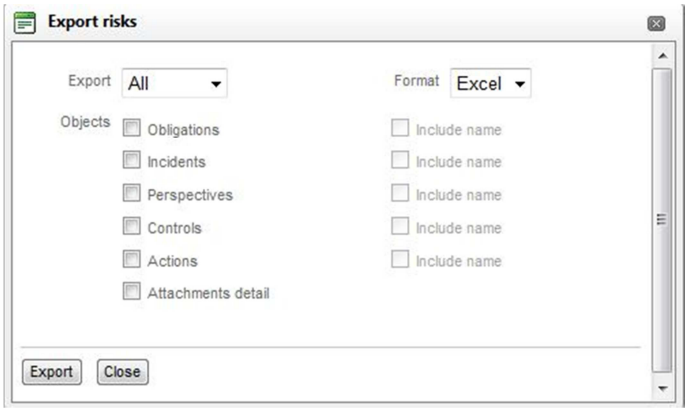
© 2011 Risk Wizard Pty Ltd

Export

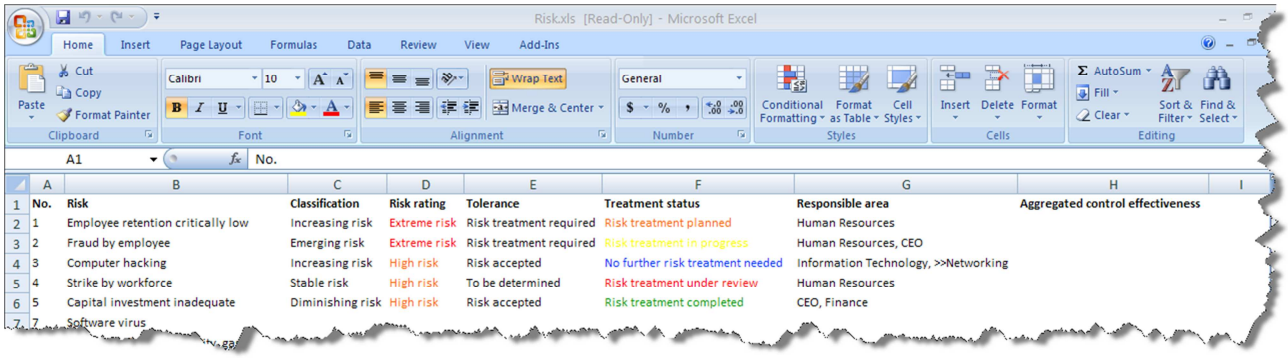
The Chart 'Export' button enables you to export the chart data either into Microsoft® Word or Excel.

Register Export - you can choose to export 'All rows' or 'Selected rows' (check box to the left of the record register) into Microsoft Excel/Word. Note: The Export function exports the data displayed in the register. For example, if you are looking at the Register - Simple view, all the information displayed will be exported. If you are looking at the Register Detailed view, all of the information viewable in the register will be exported.

When exporting from a register, an export window will appear allowing you to choose if you would also like to export other records linked to those you are viewing in the register. Linked record information exported includes record number and record name. For example, if you are in the Risk register and select export 'Controls' and 'Include name' this will result in the risk information being exported, plus the control number and control name of any Controls which are linked to the respective risk/s.



Export linked record options


Risk.xls [Read-Only] - Microsoft Excel
No. Risk Classification Risk rating Tolerance Treatment status Responsible area Aggregated control effectiveness
1 Employee retention critically low Increasing risk Extreme risk Risk treatment required Risk treatment planned Human Resources
2 Fraud by employee Emerging risk Extreme risk Risk treatment required Risk treatment in progress Human Resources, CEO
3 Computer hacking Increasing risk High risk Risk accepted No further risk treatment needed Information Technology, >>Networking
4 Strike by workforce Stable risk High risk To be determined Risk treatment under review Human Resources
5 Capital investment inadequate Diminishing risk High risk Risk accepted Risk treatment completed CEO, Finance
7 Software virus

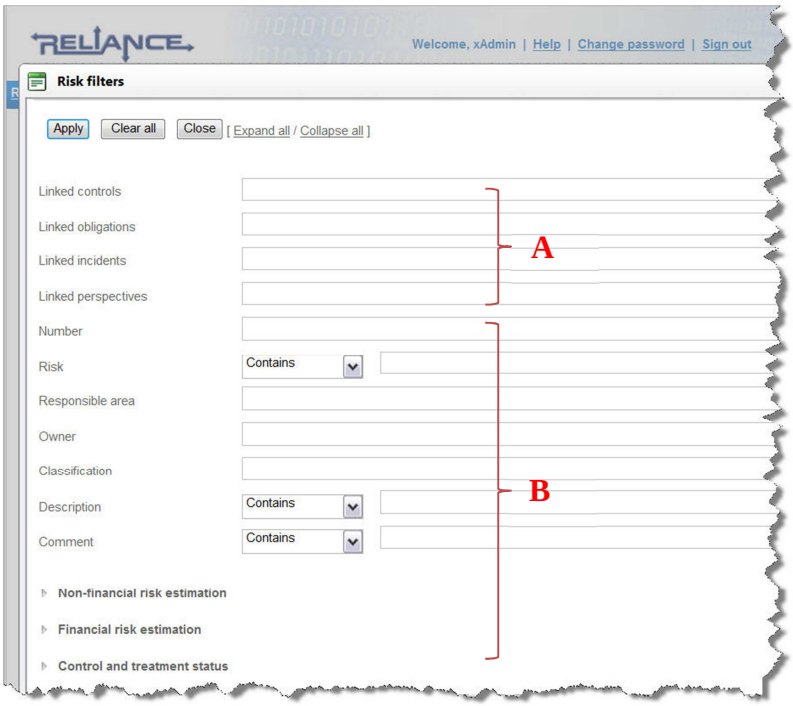
Export register information directly into Microsoft Excel/Word

© 2011 Risk Wizard Pty Ltd

Filter (all registers)

An advanced filter engine has been employed in all registers (Risk, Perspective, Control, Obligation, Task, Action, Incident). The 'Filter' button opens a window containing a filter for all linked records and filters for each field for the record in the registers.

- (A) Linked filters (e.g. Linked perspectives, controls, incidents and obligations)
- (B) Data field filters (e.g. risk data field filters)



Note:

- More than one filter can be applied within a register.
- There is no limit on the number of concurrent filters.
- Filters are not cleared/reset when you re-enter the filter screen. To be sure filters are not already selected, click the <Clear all> button in the filter screen

Core filter groups are:

- **Linked record filters** – this enables the user to choose a record(s) from another register to filter on. e.g. in the Risk filter, select a Linked control and the risk records returned to the risk register will be all those which have been linked to the selected control record.
- **Data field filters** – almost every field input into a record will appear as a filter option in the respective register filter. You can filter on more than one filter item at the same time. There is no limit on the number of concurrent filters.
- **Creation/modification filters** – filter records by date: created by, modified by and their respective date ranges.

© 2011 Risk Wizard Pty Ltd

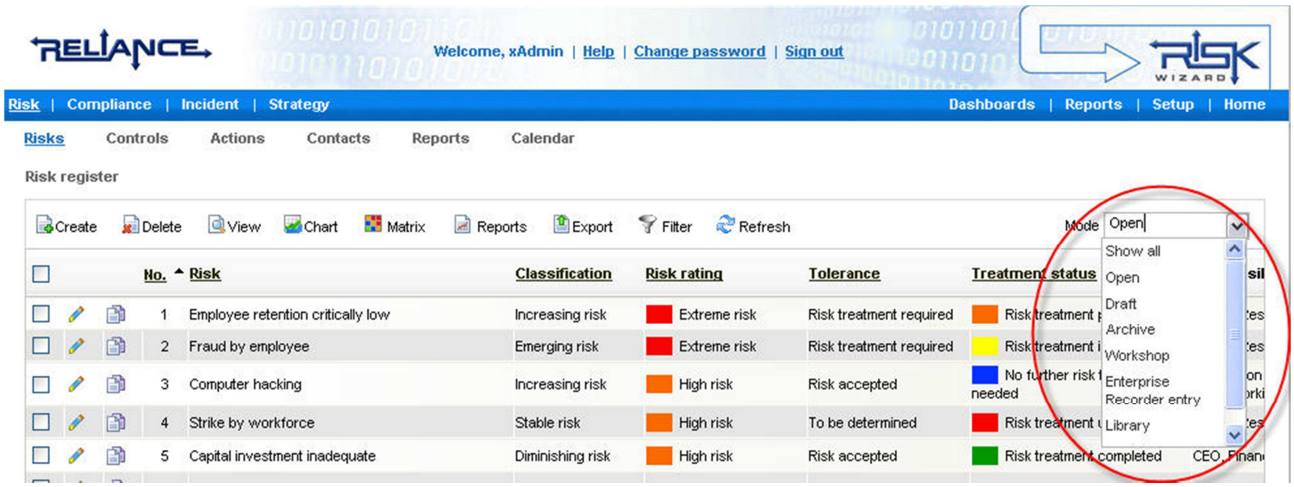
Refresh

The 'Refresh' button allows the user to refresh the register at any time. This means the register returns to the default view or state. For example, no filters or column groupings or row selections are retained. The system default is to display all records with a Mode = default (e.g. Open).

Mode

The Mode function enables you to filter the view of the entire register, for example, you might want to filter the register to view only Closed or only Library records.

The system default setting (e.g. Open) can be edited if required through the System setup > Pick list editor > Module = Common > Pick list = Mode. If the default name is edited, for example, to "Current", then that automatically becomes the new default Mode filter.


RELIANCE
Welcome, xAdmin | Help | Change password | Sign out
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Risks Controls Actions Contacts Reports Calendar
Risk register
Create Delete View Chart Matrix Reports Export Filter Refresh
Mode Open
Show all
Open
Draft
Archive
Workshop
Enterprise Recorder entry
Library
No. Risk Classification Risk rating Tolerance Treatment status
1 Employee retention critically low Increasing risk Extreme risk Risk treatment required
2 Fraud by employee Emerging risk Extreme risk Risk treatment required
3 Computer hacking Increasing risk High risk Risk accepted
4 Strike by workforce Stable risk High risk To be determined
5 Capital investment inadequate Diminishing risk High risk Risk accepted
Risk treatment completed

© 2011 Risk Wizard Pty Ltd

4.3 Dashboards

Dashboards allow at-a-glance visualization of your business health and performance. They allow you to quickly focus on "what is going on" and enable you to go directly to the underlying detail with a mouse click.

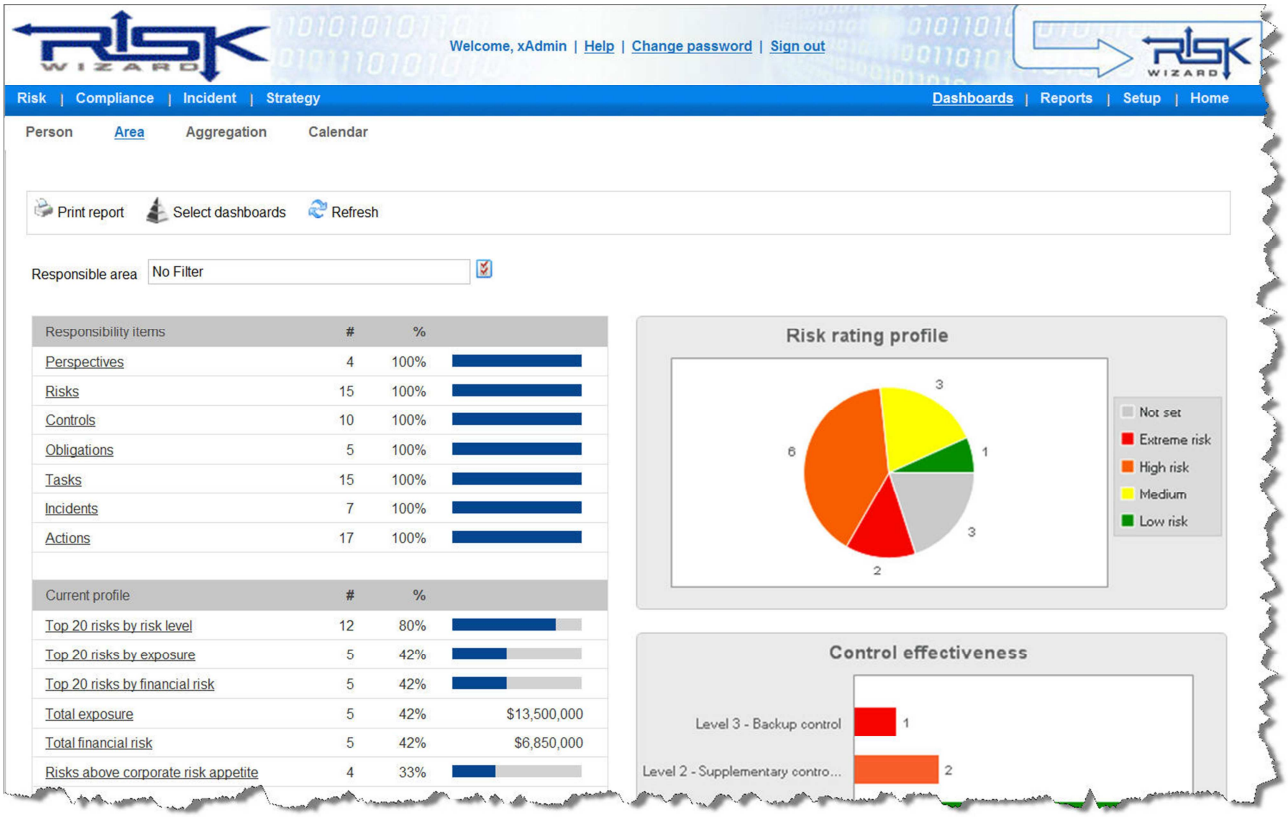
Information is presented in a colorful and user friendly way and focuses clearly on the important information. Each dashboard provides different tables of information complemented by colorful charts. Active links and charts enable the user to quickly and easily drill down into the database with one click of the mouse.

Dashboard information varies, for example, from risk profiles, to control based activity, through to aggregation of strategic items. Used properly, these dashboards will reduce time spent looking for information and allow you to concentrate more on managing the real issues.

4.3.1 Person and Area

Person and Area dashboards are a superb way to focus at the individual(s) and/or business area(s). The dashboards help to provide a thorough understanding of what is happening. It enables you to quickly and easily run a comprehensive series of information tables and charts for a person(s)/business area(s).

Information tables are made up of active links (short-cuts) that take you directly to the relevant data records contained within the register. It enables you to focus on responsibility, overdue and incomplete items plus track recent and planned activity. It also contains information on your current risk profile and control portfolio.



© 2011 Risk Wizard Pty Ltd

Person and Area dashboards contain almost identical display criteria and charts. Differences are highlighted below in green. Each dashboard is unique in its context, person and area. The Person dashboard represents all information in the context of a person(s) and the Area dashboard represents all information in the context of a responsible area(s) of the organisation.
The details in the dashboards are explained in more detail below.

Table 1 Person and Area dashboard definitions

Attribute	Explanation
Person	
Responsibility	Responsible person(s) selected
Area	
Responsible area	Responsible business area(s) selected
#	Number of records responsible for
%	Number of records responsible for shown as a percentage of total records
Responsibility Items	
Perspectives	Perspectives responsible for
Risks	Risks responsible for
Controls	Controls responsible for
Obligations	Compliance obligations responsible for
Tasks	Task(s) related to a particular Compliance obligation(s) they are responsible for
Incidents	Incidents responsible for
Actions	Actions responsible for
Current Profile	
Top 20 risks by risk level	Top 20 risks responsible for according to risk level
Top 20 risks by exposure	Sum total of exposure amount for top 20 risks responsible for where exposure field completed
Top 20 risks by financial risk	Sum total of financial risk amount for top 20 risks responsible for where financial risk field completed
Total exposure	Sum total of risks responsible for where exposure field completed
Total financial risk	Sum total of risks responsible for where total financial risk field completed
Risks above risk level appetite	Risks responsible for where the risk level is greater than the Corporate risk level appetite
Recent Activity	
New perspectives	Perspectives responsible for where created date falls within selected period
New risks	Risks responsible for where created date falls within selected period
New controls	Controls responsible for where created date falls within selected period
New obligations	Obligations responsible for where created date falls within selected period
New tasks	Tasks responsible for where created date falls within selected period
New incidents	Incidents responsible for where created date falls within selected period
New actions	Incidents responsible for where created date falls within selected period
Controls completed	Controls responsible for where completion date falls within selected period
Tasks completed	Compliance tasks responsible for where completion date falls within selected period
Tasks not compliant	Compliance tasks responsible for were not compliant and completion

© 2011 Risk Wizard Pty Ltd

	date falls within selected period
Actions closed	Actions responsible for where closed date falls within selected period
Planned Activity	
Risks with control due	Risks responsible for with linked controls where due date falls within selected period
Controls due	Controls responsible for where due date falls within selected period
Tasks due	Compliance tasks responsible for where due date falls within selected period
Actions due	Action responsible for where due date falls within selected period
Overdue Items	
Risks with overdue controls	Risks responsible for with linked controls where due date is greater than today's date and completed date is blank
Overdue controls	Controls responsible for where due date is greater than today's date and completed date is blank
Overdue tasks	Compliance tasks responsible for where due date is greater than today's date and result date is blank
Overdue actions	Action responsible for where due date is greater than today's date and closed date is blank
Risk with overdue actions	Risk responsible for which has a linked action with a due date greater than today's date and its closed date is blank
Control with overdue actions	Control responsible for which has a linked action with a due date greater than today's date and its closed date is blank
Obligation with overdue actions	Obligation responsible for which has a linked action with a due date greater than today's date and its closed date is blank
Incident with overdue actions	Incident responsible for which has a linked action with a due date greater than today's date and its closed date is blank
Control portfolio	
Effectiveness	Average effectiveness of controls responsible for where effectiveness field completed
Establishment cost	Sum total of controls responsible for where establishment cost field completed
Ongoing cost	Sum total of controls responsible for where ongoing cost field completed
Cost to date	Sum total of controls responsible for where cost to date field completed
Incomplete Items	
Risk with no owner	Risks responsible for where no responsible person(s) are linked
Risks with no controls	Risks responsible for where no controls are linked
Risks with no risk level	Risks responsible for where non financial risk estimation field is blank
Risks with no exposure	Risks responsible for where exposure field is blank
Risks with no financial risk	Risks responsible for where financial risk field is blank
Risks with no responsibility	Risks for responsible area for where risk owner field is blank
Risks with no responsible area	Risks responsible for where responsible area field is blank
Obligations not approved	Compliance obligations responsible for where obligation has not been approved
Tasks with no task date	Compliance tasks responsible for where task date field is blank
Actions with no responsible area	Action responsible for where responsible area field is blank
Actions with no manager	Action responsible for where manager field is blank
Actions with no due date	Action responsible for where due date field is blank
Actions not assigned	Action responsible for where assigned to field is blank
Actions closed not reviewed	Action responsible for where action has been closed but the reviewed by field is blank
Charts	

© 2011 Risk Wizard Pty Ltd

Risk rating profile	Pie chart of risks responsible for grouped by Risk rating
Control effectiveness	Bar chart of controls responsible for grouped according to Control effectiveness
Control status	Bar chart of perspectives responsible for grouped according to Aggregated risk tolerance
Action overview	Status of actions (Open, Closed early, Closed on time, Closed late, Closed (no due date), Overdue, No due date) by product (Risk, Compliance, Control, Incident) for the specified date range
Action performance	Status of actions which are not closed (30+ days before due, 15-30 days before due, 3-15 days before due, 0-3 days before due, 0-3 days overdue, 3-15 days overdue, 15-30 days overdue, 30-60 days overdue and 60+ days overdue) by product (Risk, Compliance, Control Incidents) for the specified date range

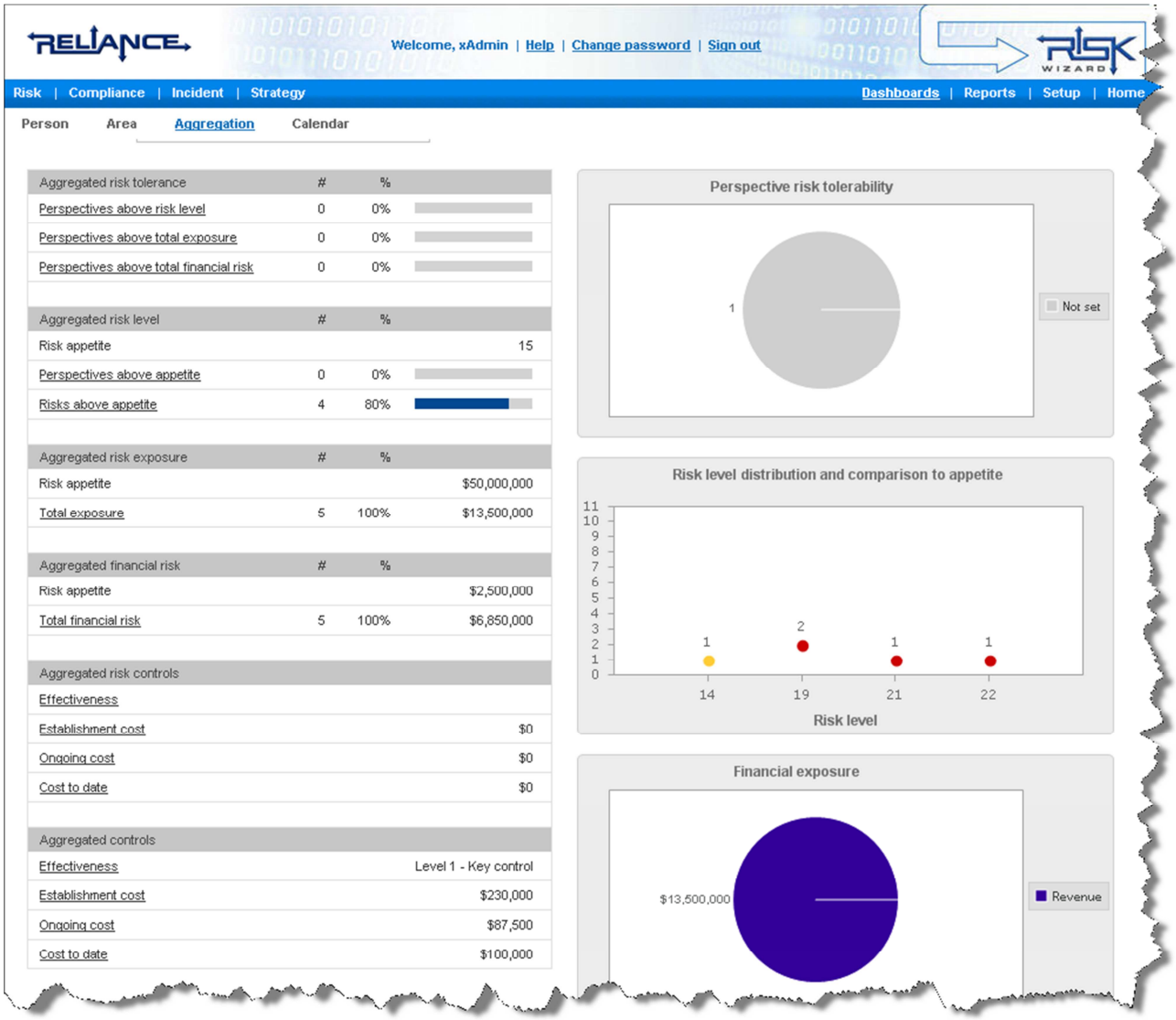
© 2011 Risk Wizard Pty Ltd

4.3.2 Aggregation

Aggregation dashboards provide a 'roll up' of related data into a combination of 'total' and 'average' results that can be analysed and compared against pre-set tolerances. Aggregated information is grouped by responsible (business) area and shown through a series of information tables and charts.

Information tables are made up of active links (short-cuts) that take you directly to the relevant data records contained within the register. It enables you to focus on aggregated risk tolerance; risk level; risk exposure; financial risk; risk controls; and controls.

The charts focus on your risk tolerability, risk levels compared to appetite and risks grouped by financial exposure. Each chart displayed has active drill down capability enabling you to click a chart segment and immediately view its corresponding data records in the register.


RELIANCE
Welcome, xAdmin | Help | Change password | Sign out
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Person Area Aggregation Calendar
Aggregated risk tolerance # %
Perspectives above risk level 0 0%
Perspectives above total exposure 0 0%
Perspectives above total financial risk 0 0%
Aggregated risk level # %
Risk appetite 15
Perspectives above appetite 0 0%
Risks above appetite 4 80%
Aggregated risk exposure # %
Risk appetite $50,000,000
Total exposure 5 100% $13,500,000
Aggregated financial risk # %
Risk appetite $2,500,000
Total financial risk 5 100% $6,850,000
Aggregated risk controls
Effectiveness
Establishment cost $0
Ongoing cost $0
Cost to date $0
Aggregated controls
Effectiveness Level 1 - Key control
Establishment cost $230,000
Ongoing cost $87,500
Cost to date $100,000
Perspective risk tolerability
1
Not set
Risk level distribution and comparison to appetite
11 10 9 8 7 6 5 4 3 2 1 0
1 2 1 1
14 19 21 22
Risk level
Financial exposure
$13,500,000
Revenue

© 2011 Risk Wizard Pty Ltd

Table 2 Aggregation dashboard definitions

Attribute	Explanation
Responsible area	Responsible business area(s) selected
#	Number of records responsible for
%	Number of records responsible for shown as a % of total records
Aggregated risk tolerance	
Perspective above risk level	Perspectives responsible for where average risk level for linked risks is > aggregated risk tolerance (Risk level) for perspective(s)
Perspective above total exposure	Perspectives responsible for where the average risk level for linked risks is greater than the aggregated risk tolerance (Risk level) for the perspective(s)
Perspective above total financial risk	Perspectives responsible for where the sum total of financial risks for linked risks is greater than the aggregated risk tolerance (Total financial risk) for the perspective(s)
Aggregated risk level	
Risk appetite	Risk appetite (risk level) for the Company
Perspective above appetite	Perspectives responsible for where the average risk level for linked risks is > the risk appetite (risk level) for the Company
Risks above appetite	Risks responsible for with a greater risk level than the risk appetite (risk level) for the Company
Aggregated risk exposure	
Risk appetite	Risk appetite (total exposure) for the Company
Total exposure	Sum total of exposure for risks responsible for where exposure field completed
Aggregated financial risk	
Risk appetite	Risk appetite (total financial risk) for the Company
Total financial risk	Sum total of financial risk for risks responsible for where financial risk field completed
Aggregated risk controls	
Effectiveness	Average aggregated control effectiveness of risks responsible for where Aggregated control effectiveness field is completed (in Risk register)
Establishment cost	Sum total of control establishment cost for controls that are linked to risks responsible for. Each cost counted once for aggregation purposes.
Ongoing cost	Sum total of control ongoing cost for controls that are linked to risks responsible for. Each cost counted once for aggregation purposes.
Cost to date	Sum total of control cost to date for controls that are linked to risks responsible for. Each cost counted once for aggregation purposes.
Aggregated controls	
Effectiveness	Average effectiveness of controls responsible for where effectiveness field completed
Establishment cost	Sum total of controls responsible for where establishment cost field completed
Ongoing cost	Sum total of controls responsible for where establishment cost field completed
Cost to date	Sum total of controls responsible for where cost to date field completed
Charts	
Perspective risk tolerability	Pie chart of perspectives responsible for - grouped according to risk tolerability
Risk level distribution and comparison to appetite	Scatter diagram of risks responsible for - grouped according to risk level. Grouped risks are compared to the risk appetite (risk level) for the Company. Risks above appetite are shown in red.
Financial exposure	Pie chart of risks responsible for - grouped according to financial exposure

© 2011 Risk Wizard Pty Ltd

5 Common record level functionality

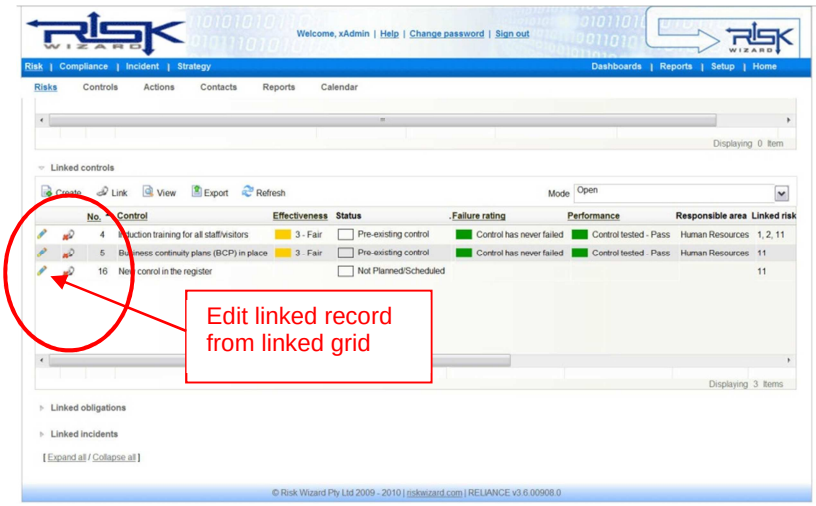
Each record in the system has a common set of 'tabs' (Link, Attach, Note, Actions, Change log) providing a complete range of information for the relevant record.

5.1 Link

The Link tab enables a record to be 'linked' to other records. A link reflects a relationship with other records from other registers. For example, a risk can be linked to three controls which are used to manage the risk. The link is visible from the risk register as it shows the three controls used to manage the risk. Each of the respective controls will also show the risk record link.

Linked records can be edited directly from the linked grid. This applies to existing linked records or to new records created in the linked grid.

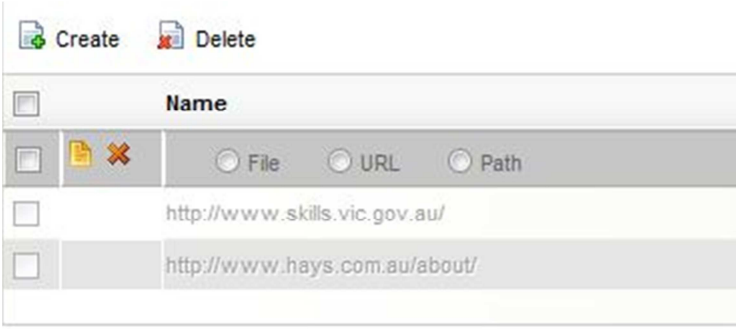
Perspective linked to: Risk, Obligations, Incident
Perspective links to:, Risk and Obligations
Risk links to: Perspective, **Risk**, Obligations, Incident and Control
Obligation links to: Perspective, Risk, Incident and Control
Incident links to: Perspective, Risk, Obligations and Control
Control links to: Risk, Obligations, Incident



5.2 Attach

Every record can have unlimited attachments. Attachments can be files, URL addresses or Paths to a file/record.

© 2011 Risk Wizard Pty Ltd



Record level attachments

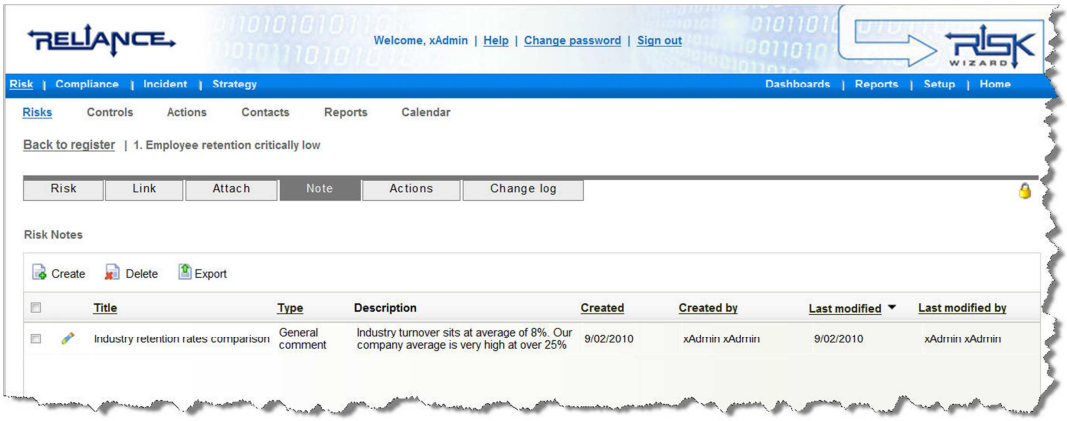
- **'File' – can be attached (copied) to the record**. There is no limit on how many files and can be attached. There is no limit to the file types which can be attached to the record.
- **'URL' – browser address to your intranet or the internet can be saved as an active hyperlink to the attachment register.** There is no limit on how many URLs can be attached. Note: to make it an active hyperlink, the address must begin with 'http://'.
- **'Path' -** allows users to save links to documents saved on internal document management systems or other applications where an active hyperlink cannot be entered but the relevant path can be saved then copied to the users browser as required.

5.3 Note

Notes are a form of electronic diary associated with a particular record. A note could be a record of a meeting, conversation or outcomes from a system or process. Notes provide a very effective log of events and activities which are going on with regard to the particular record. Notes are easily exported and can be very useful for maintaining a running history.

A record has:

- unlimited number of note records
- unlimited amount of text


RELIANCE
Welcome, xAdmin | Help | Change password | Sign out
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Risks Controls Actions Contacts Reports Calendar
Back to register | 1. Employee retention critically low
Risk Link Attach Note Actions Change log
Risk Notes
Create Delete Export
Title Type Description Created Created by Last modified Last modified by
Industry retention rates comparison
General comment
Industry turnover sits at average of 8%. Our company average is very high at over 25%
9/02/2010
xAdmin xAdmin
9/02/2010
xAdmin xAdmin

© 2011 Risk Wizard Pty Ltd

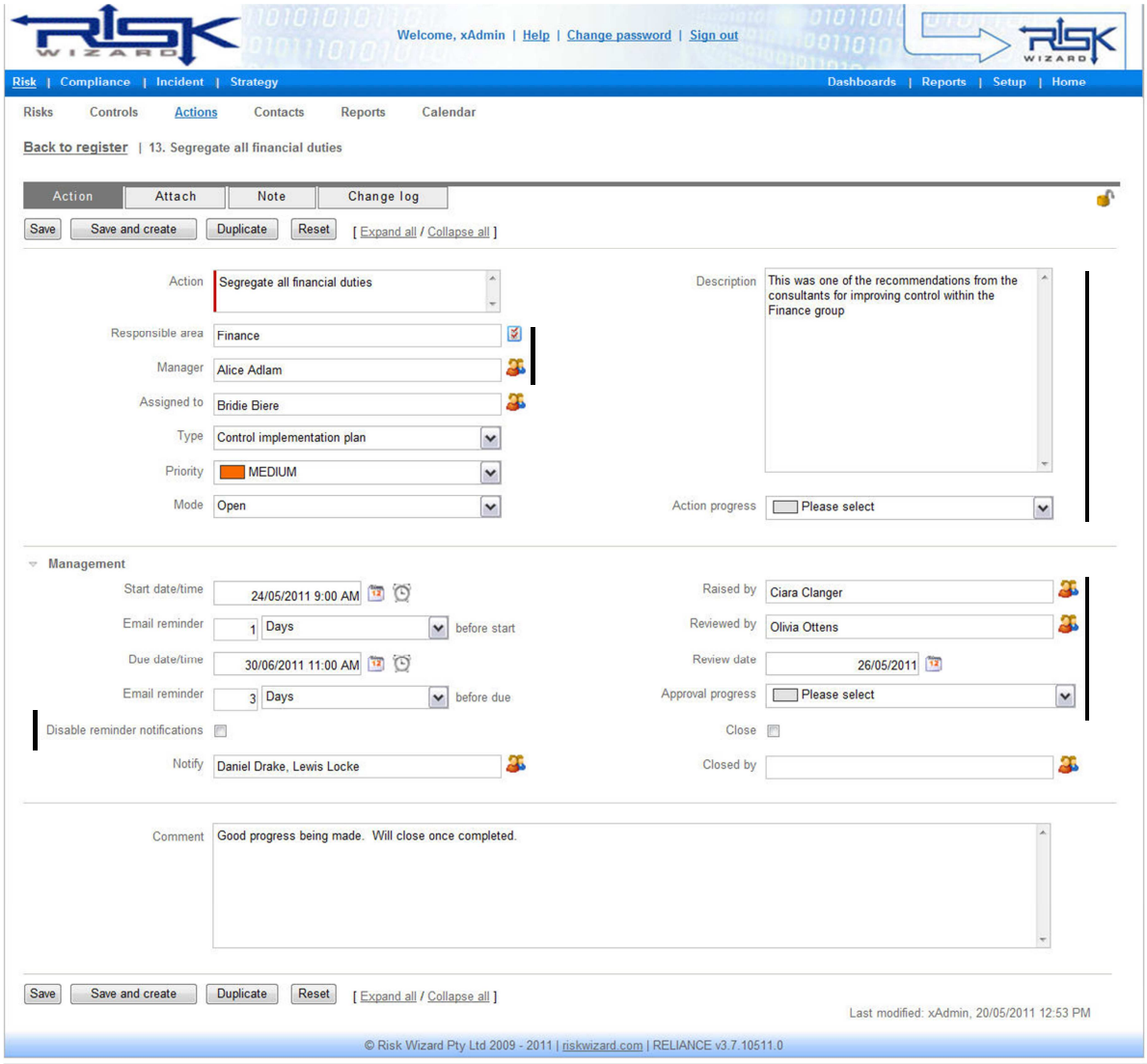
5.4 Actions

Actions activities or tasks which can be assigned and communicated to any person/s in the contact register. Actions can be associated with any record. Actions generate email notifications that go the person/s identified as implementing the action (assigned to) or as being informed of the action (notify).

Action email notifications have hyperlinks allowing the recipient to access the 'action' form on-line. Actions are an excellent tool for assigning responsibility to colleagues for undertaking work in relation to a record. Actions have a full change log which provides a high level of auditability for all concerned.

Other important aspects of actions:

- actions have 'attachments' and 'notes'
- no limit to the number of actions associated with a record
- dashboards show many actions items
- 2 reminder notifications and up to 3 overdue notifications
- provides a engagement and interaction between licenced and enterprise users


Welcome, xAdmin | Help | Change password | Sign out
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Risks Controls Actions Contacts Reports Calendar
Back to register | 13. Segregate all financial duties
Action Attach Note Change log
Save Save and create Duplicate Reset [Expand all / Collapse all]
Action Segregate all financial duties
Description This was one of the recommendations from the consultants for improving control within the Finance group
Responsible area Finance
Manager Alice Adlam
Assigned to Bridie Biere
Type Control implementation plan
Priority MEDIUM
Mode Open
Action progress Please select
Management
Start date/time 24/05/2011 9:00 AM
Raised by Ciara Clanger
Email reminder 1 Days before start
Reviewed by Olivia Ottens
Due date/time 30/06/2011 11:00 AM
Review date 26/05/2011
Email reminder 3 Days before due
Approval progress Please select
Disable reminder notifications
Close
Notify Daniel Drake, Lewis Locke
Closed by
Comment Good progress being made. Will close once completed.
Save Save and create Duplicate Reset [Expand all / Collapse all]
Last modified: xAdmin, 20/05/2011 12:53 PM
© Risk Wizard Pty Ltd 2009 - 2011 | riskwizard.com | RELIANCE v3.7.10511.0

© 2011 Risk Wizard Pty Ltd

5.5 Change log

The new enhancements in the current change log are:

- Display the names of linked records - additions/removal of links
- Track changes done to a linked record after it has been linked to a specific record. All linked records which have been changed after the linking will be marked with an asterisk (*). For example (see below), linked control # 2 under the column "New Value" has been edited after being linked to the respective record.

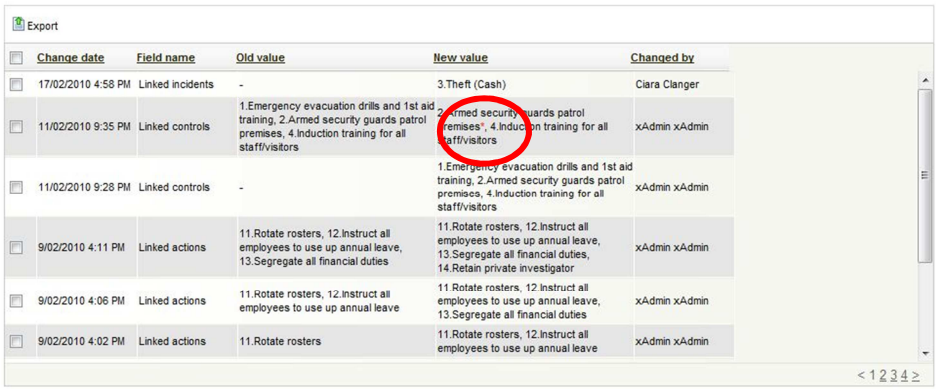

Export
Change date
Field name
Old value
New value
Changed by
17/02/2010 4:58 PM
Linked incidents
-
3.Theft (Cash)
Ciara Clanger
11/02/2010 9:35 PM
Linked controls
1.Emergency evacuation drills and 1st aid training, 2.Armed security guards patrol premises, 4.Induction training for all staff/visitors
xAdmin xAdmin
11/02/2010 9:28 PM
Linked controls
-
1.Emergency evacuation drills and 1st aid training, 2.Armed security guards patrol premises, 4.Induction training for all staff/visitors
xAdmin xAdmin
9/02/2010 4:11 PM
Linked actions
11.Rotate rosters, 12.Instruct all employees to use up annual leave, 13.Segregate all financial duties
11.Rotate rosters, 12.Instruct all employees to use up annual leave, 13.Segregate all financial duties, 14.Retain private investigator
xAdmin xAdmin
9/02/2010 4:06 PM
Linked actions
11.Rotate rosters, 12.Instruct all employees to use up annual leave
11.Rotate rosters, 12.Instruct all employees to use up annual leave, 13.Segregate all financial duties
xAdmin xAdmin
9/02/2010 4:02 PM
Linked actions
11.Rotate rosters
11.Rotate rosters, 12.Instruct all employees to use up annual leave
xAdmin xAdmin
< 1 2 3 4 >

Figure 1 Sample Change Log - more comprehensive and informative

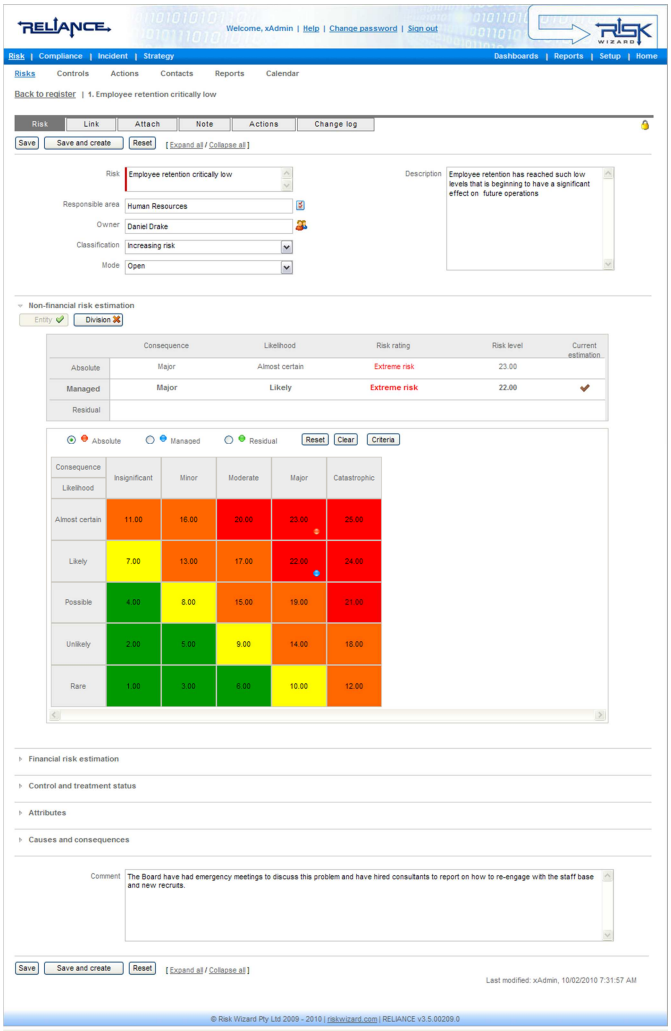
Note: The default date range for the change log can be set in System Setup >Default settings> Register defaults >Display settings

© 2011 Risk Wizard Pty Ltd

6 Risk

RISK is a powerful risk management information system. Used properly, the Risk product enables you to quickly and easily build and manage an integrated risk and control portfolio that delivers an array of decision-making information.

The product menu includes Risks, Controls, Contacts, Reports and Calendar. The principal menu items are Risks and Controls. Accessing these provides you with highly functional risk and control registers that provide a window to your core information. From here you can create, edit, duplicate, delete, view, chart, export, filter and refresh your data.


RELIANCE
Welcome, xAdmin | Help | Change password | Sign out
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Risks Controls Actions Contacts Reports Calendar
Back to register | 1. Employee retention critically low
Risk Link Attach Note Actions Change log
Save Save and create Reset [Expand all / Collapse all]
Risk Employee retention critically low
Description Employee retention has reached such low levels that is beginning to have a significant effect on future operations
Responsible area Human Resources
Owner Daniel Drake
Classification Increasing risk
Mode Open
Non-financial risk estimation
Entity Division
Consequence Likelihood Risk rating Risk level Current estimation
Absolute Major Almost certain Extreme risk 23.00
Managed Major Likely Extreme risk 22.00
Residual
Absolute Managed Residual Reset Clear Criteria
Consequence / Likelihood Insignificant Minor Moderate Major Catastrophic
Almost certain 11.00 16.00 20.00 23.00 25.00
Likely 7.00 13.00 17.00 22.00 24.00
Possible 4.00 8.00 15.00 19.00 21.00
Unlikely 2.00 5.00 9.00 14.00 18.00
Rare 1.00 3.00 6.00 10.00 12.00
Financial risk estimation
Control and treatment status
Attributes
Causes and consequences
Comment The Board have had emergency meetings to discuss this problem and have hired consultants to report on how to re-engage with the staff base and new recruits.
Save Save and create Reset [Expand all / Collapse all]
Last modified: xAdmin, 10/02/2010 7:31:57 AM
© Risk Wizard Pty Ltd 2009 - 2010 | riskwizard.com | RELIANCE v3.5.00209.0

6.1 Risk

Risk provides a repository for risk related information, for example, risks, issues, opportunities, potential loss events. Risk details inform you about key attributes (e.g. risk category), the control and treatment status (e.g. control evaluation), risk estimation (non-financial and financial) and what perspectives and controls the risk is linked to. The Risk module can be accessed from *Risk* provided the user has access permissions.

© 2011 Risk Wizard Pty Ltd

6.1.1 Risk register

All Risk data records are listed in the Risk register (See below). The complete set of data columns/fields in the Risk register are explained here.

The register not only provides a 'window' to the data but also acts as an 'instrument panel' allowing the user to quickly access a range of features and functions.

Table 3 Risk register field definitions

Field name	Comment
No.	Automatically generated in sequential order. This is the unique risk record number. Deleted record numbers are not re-used.
Risk	Free text. This is the name of the Risk for example, Fraud, Fire emergency, Product demand falls.
Classification	Single pick list. Examples of Classification are Volatile, Emerging, Declining, Stable.
Risk rating	Calculated field. This is the combined result of Consequence and Likelihood estimations. The risk rating shown is the Current estimation (lowest of Absolute, Managed, Residual risk ratings).
Tolerance	Single pick list. This is the tolerance assessed for the risk. Examples of Tolerance are Under assessment, Tolerable, Generally intolerable.
Treatment status	Single pick list. Examples of Treatment status are Treatment approved, Treatment cancelled, Risk optimised
Responsible area	Multi pick list. Business area(s) responsible for the Risk.
Aggregated control effectiveness	Calculated field. The control effectiveness for each control linked to the Risk is aggregated and the overall average for the Risk is shown.
Owner	Multi pick list. Person(s) who owns the Risk.
Mode	Single pick list. This is the record mode, for example, active, draft, closed.
Description	Free text. This is the detailed description for the Risk.
Current estimation	Calculated field. Each risk can have 3 simultaneous non-financial risk estimations, namely, Absolute, Managed and Residual. Whichever estimation has the lowest risk level among the Absolute, Managed and Residual estimations is deemed to be the Current estimation.
Consequence	Single pick list. Measure of the severity the risk could have if it was to occur.
Likelihood	Single pick list. Measure of the probability the risk may occur.
Risk level	Calculated field. The Risk level is an automatically assigned numeric value corresponding to the co-ordinate of Consequence and Likelihood. The Current estimation for the Risk level is used. For example, a risk with major consequence and possible likelihood might return a Risk level of 12.00.
Variance (Corporate appetite)	Calculated field. The Risk level is compared to the Corporate appetite and the variance shown. A negative (adverse) variance denotes that the risk has exceeded the Corporate appetite, whereas a positive (favourable) variance denotes that the Risk level is below the benchmark Corporate appetite.
Control evaluation	Single pick list. Examples of treatment strategies are Avoid risk, Retain residual, No treatment required.
Treatment strategy	Single pick list. This is the estimated time horizon for the risk, for example short-term, long-term, and indefinite.
Status report	Free text. This reports the status of the risk controls and risk treatment.
Status report date	Date field. Select or enter date of Status report.
Category	Multi pick list. This categorises the risk, for example internal risk, divisional risk, subject to audit review.

© 2011 Risk Wizard Pty Ltd

Source of risk	Multi pick list. This identifies the source(s) of risk, for example human error, natural event, the economy.
Time horizon	Single pick list. This is the estimated time horizon for the risk, for example short-term, long-term, and indefinite.
Impacted areas	Multi pick list. These are the potential objectives impacted by the risk event, for example, profitability, people, and environment.
Impacted objectives	Multi pick list. These are the potential objectives impacted by the risk event, for example, "Maintain safe work environment", "Sustain shareholder value".
Risk sources and causes	Free text. This details the sources and causes of the risk, for example what scenario, situation or hazard could happen that might cause the risk to occur.
Potential consequences	Free text. This details the potential consequences of the risk, for example what impact, loss, injury or system failure might happen if the event occurred.
Comment	Free text.
Entity risk rating (Absolute)	Calculated field. This is the Absolute Risk rating (label) resulting from the combination of Likelihood and Consequences via the risk matrix (non financial risk estimation) for the Entity.
Entity risk rating (Managed)	Calculated field. This is the Managed Risk rating (label) resulting from the combination of Likelihood and Consequences via the risk matrix (non financial risk estimation) for the Entity.
Entity risk rating (Residual)	Calculated field. This is the Residual Risk rating (label) resulting from the combination of Likelihood and Consequences via the risk matrix (non financial risk estimation) for the Entity.
Entity risk level (Absolute)	Calculated field. This is the Absolute Risk level (non financial risk estimation) for the Entity.
Entity risk level (Managed)	Calculated field. This is the Managed Risk level (non financial risk estimation) for the Entity.
Entity risk level (Residual)	Calculated field. This is the Residual Risk level (non financial risk estimation) for the Entity.
Division risk level (Absolute)	Calculated field. This is the Absolute Risk level (non financial risk estimation) for the Division.
Division risk level (Managed)	Calculated field. This is the Managed Risk level (non financial risk estimation) for the Division.
Division risk level (Residual)	Calculated field. This is the Residual Risk level (non financial risk estimation) for the Division.
Financial exposure	Single pick list. This is the financial exposure category for the risk, for example Assets, Liabilities, Costs, Revenue.
Exposure (E) (Absolute)	Calculated field. This is the Absolute Exposure (Financial risk estimation) for the Entity, for example $100,000.
Exposure (E) (Managed)	Calculated field. This is the Managed Exposure (Financial risk estimation) for the Entity, for example $80,000.
Exposure (E) (Residual)	Calculated field. This is the Residual Exposure (Financial risk estimation) for the Entity, for example $50,000.
Probability (P) (Absolute)	Calculated field. This is the Absolute Probability (Financial risk estimation) for the Entity, for example 75%.
Probability (P) (Managed)	Calculated field. This is the Managed Probability (Financial risk estimation) for the Entity, for example 50%.
Probability (P) (Residual)	Calculated field. This is the Residual Probability (Financial risk estimation) for the Entity, for example 10%.
Financial risk (E x P) (Absolute)	Calculated field. This is the Absolute Financial risk (Financial risk estimation) for the Entity, for example $75,000 ($100,000 x 75%).
Financial risk (E x P)	Calculated field. This is the Managed Financial risk (Financial risk estimation) for the

© 2011 Risk Wizard Pty Ltd

(Managed)	Entity, for example $40,000 ($80,000 x 50%).
Financial risk (E x P) (Residual)	Calculated field. This is the Residual Financial risk (Financial risk estimation) for the Entity, for example $5,000 ($50,000 x 10%).
Created	Date that the Risk was created
Created by	Name of person who created the Risk
Last modified	Date that the Risk was last modified
Last modified by	Name of person who last modified the Risk
Entry method	Automatically system generated. Risk created in Enterprise Risk screen will be recorded as 'Enterprise' and risk created in the Risk product will be 'Register' risks.
Linked perspectives	List of Perspective record numbers that are linked to the Risk
Linked controls	List of Control record numbers that are linked to the Risk
Linked obligations	List of Compliance obligation record numbers that are linked to the Risk
Linked incidents	List of Compliance obligation record numbers that are linked to the Risk
Permissions	List of Permission tags associated with the record

© 2011 Risk Wizard Pty Ltd

7 Compliance

COMPLIANCE is a powerful tool for managing obligations, commitments and any other type of activity where there is a desired outcome to be achieved. In some cases these outcomes may also include a time element where for instance something has to be done by a certain date.

In most cases, compliance will be used to record, manage and report on internal and external obligations. Internal obligations commonly come in the form of policies, procedures and guidelines. External obligations may come in the form of government regulations and directives, contracts and obligations with suppliers or customers, and social and industry related responsibilities.

Engaging staff in the compliance process is very simple and straight forward. Compliance has an Enterprise task screen which gives non RELIANCE system users access to view, update and record the management of compliance obligations over time. A range of compliance workflow processes provide notifications, reminders and alerts which contain a range of compliance information as well as links to the Enterprise Task update screen.

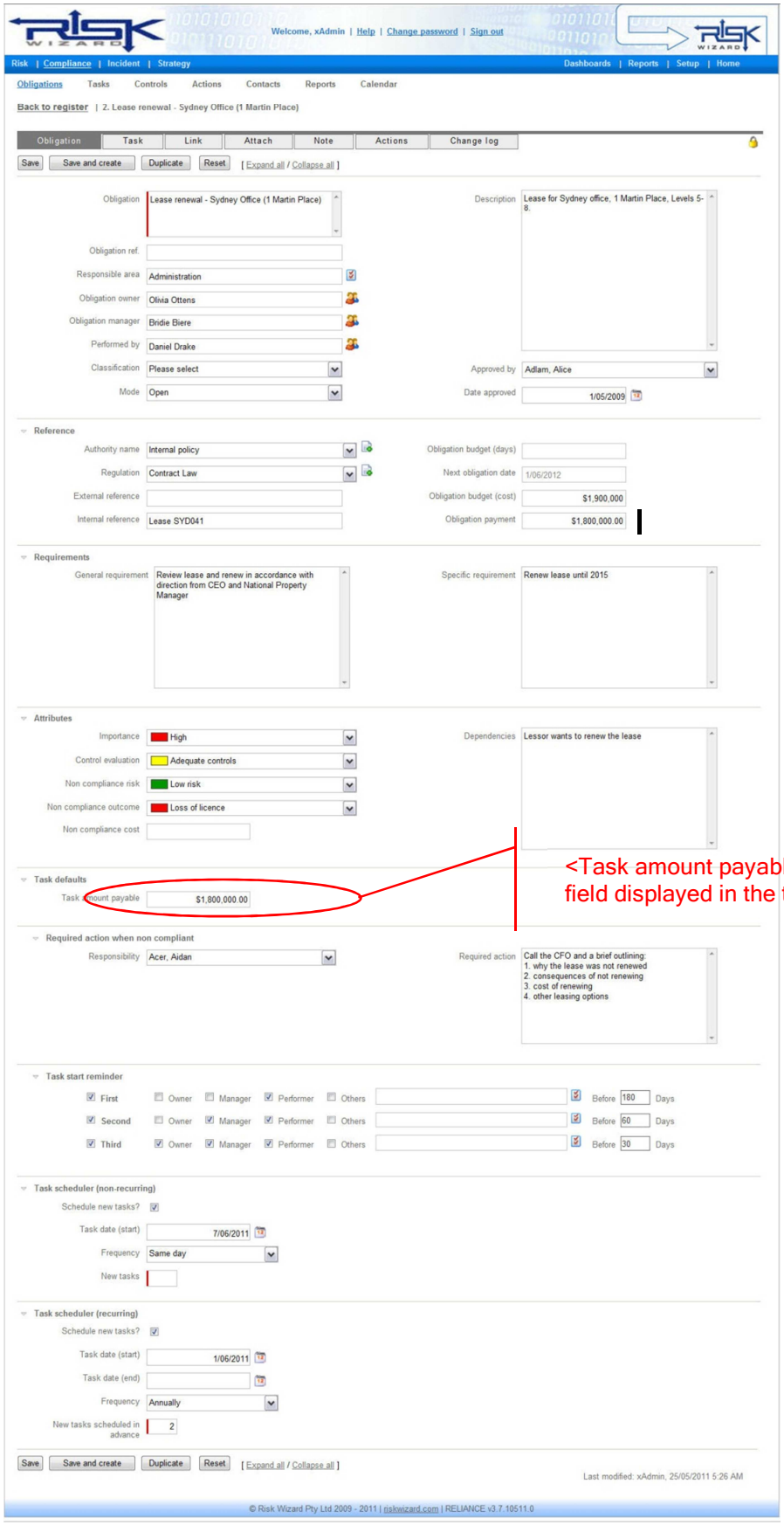
Compliance is divided into two separate but related elements; Obligations and Tasks.

7.1 Obligations

An obligation is a separately identifiable record has provides the background and context of what has to be done, by whom, why and when. Where there is a time based delivery for the obligation, it also creates the schedule for carrying out that obligation and initiates an automated workflow process to ensure the relevant persons are aware of their responsibilities. Compliance has an obligation register with the accompanying tools such as filters, export and charts etc.

© 2011 Risk Wizard Pty Ltd

Sample Compliance obligation screen


Welcome, xAdmin | Help | Change password | Sign out
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Obligations Tasks Controls Actions Contacts Reports Calendar
Back to register | 2. Lease renewal - Sydney Office (1 Martin Place)
Obligation Task Link Attach Note Actions Change log
Save Save and create Duplicate Reset [Expand all / Collapse all]
Obligation: Lease renewal - Sydney Office (1 Martin Place)
Description: Lease for Sydney office, 1 Martin Place, Levels 5-8.
Obligation ref.
Responsible area: Administration
Obligation owner: Olivia Ottens
Obligation manager: Bridie Biere
Performed by: Daniel Drake
Classification: Please select
Mode: Open
Approved by: Adlam, Alice
Date approved: 1/05/2009
Reference
Authority name: Internal policy
Regulation: Contract Law
External reference
Internal reference: Lease SYD041
Obligation budget (days)
Next obligation date: 1/06/2012
Obligation budget (cost): $1,900,000
Obligation payment: $1,800,000.00
Requirements
General requirement: Review lease and renew in accordance with direction from CEO and National Property Manager
Specific requirement: Renew lease until 2015
Attributes
Importance: High
Control evaluation: Adequate controls
Non compliance risk: Low risk
Non compliance outcome: Loss of licence
Non compliance cost
Dependencies: Lessor wants to renew the lease
Task defaults
Task amount payable: $1,800,000.00
<Task amount payable> is a new field displayed in the task form
Required action when non compliant
Responsibility: Acer, Aidan
Required action: Call the CFO and a brief outlining:
1. why the lease was not renewed
2. consequences of not renewing
3. cost of renewing
4. other leasing options
Task start reminder
First Owner Manager Performer Others Before 180 Days
Second Owner Manager Performer Others Before 60 Days
Third Owner Manager Performer Others Before 30 Days
Task scheduler (non-recurring)
Schedule new tasks?
Task date (start): 7/06/2011
Frequency: Same day
New tasks
Task scheduler (recurring)
Schedule new tasks?
Task date (start): 1/06/2011
Task date (end)
Frequency: Annually
New tasks scheduled in advance: 2
Save Save and create Duplicate Reset [Expand all / Collapse all]
Last modified: xAdmin, 25/05/2011 5:26 AM
© Risk Wizard Pty Ltd 2009 - 2011 | riskwizard.com | RELIANCE v3.7.10511.0

© 2011 Risk Wizard Pty Ltd

Table 4 Compliance obligation form field definitions

Field name	Comment
No.	Automatically generated in sequential order. This is the unique Compliance obligation record number. Deleted record numbers are not re-used.
Obligation	Free text. Description of the responsibility or commitment which has to be undertaken/performed by the organisation/individual.
Obligation ref.	Free text. Any type of reference code which may be used to identify an obligation.
Responsible area	Multi pick list. Business area(s) responsible for the obligation.
Obligation owner	Multi pick list. Person(s) who is responsible for the Obligation.
Obligation manager	Multi pick list. Person(s) who is responsible for managing the Obligation.
Performed by	Multi pick list. Person(s) who is responsible for completing/executing the Obligation.
Classification	Single pick list. Categorisation of obligations into a common type.
Mode	Single pick list. The obligation records, like all other records, can be saved in any number of record types (mode). Registers and reports all use mode as a primary filter.
Description	Free text. Detailed explanation of the obligation which is easily understood by people associated with the meeting the obligation.
Approved by	Single pick list. Person authorising/consenting to the obligation record being listed.
Date approved	Date field. Date the obligation was authorised as being correct by an appropriately authorised person.
Authority name	Single pick list. Group from which the obligation is sourced. External sources may include government authorities. Internal authorities may be a policy/procedure from a business unit.
Regulation	Single pick list. Internal/external regulations or codes of activity from which obligations come from.
External reference	Free text. Any type of external reference/code which may be relevant to the identification, management or background of an obligation.
Internal reference	Free text. Any type of internal reference/code which may be relevant to the identification, management or background of an obligation.
Obligation budget (days)	Number. Budgeted number of days for meeting the obligation.
Next obligation date	Date field. Date on which the obligation is next due to be completed.
Obligation budget (cost)	Financial amount. Budgeted cost of meeting the obligation.
Obligation payment	Financial amount. Actual cost of meeting the obligation.
General requirement	Free text. Overview of the obligation requirement.
Specific requirement	Free text. Detail explanation of the obligation requirement.
Importance	Single pick list. Measure of how significant the obligation is to the organisation.
Control evaluation	Single pick list. Measure of how effective current controls are in achieving the obligation.
Non compliance risk	Single pick list. Measure of the how significant not fulfilling the obligation is to the organisation.
Non compliance outcome	Single pick list. Expected result if the compliance responsibility/commitment is not achieved.

© 2011 Risk Wizard Pty Ltd

Non compliance cost	Financial amount. Cost to business if compliance obligation is not met/achieved.
Dependencies	Free text. Explanation of any factors, events or circumstances which should be considered as part of the process of achieving the obligation.
Task defaults	
Task amount payable	Financial amount. Amount which is associated/payable within each task.
Required action when non compliant	
Responsibility	Person responsible for completing the pre-defined 'Required action' when the task is recorded as being 'non-compliant'
Required action	Action/activity/process to be performed when the task is recorded as being 'non-compliant'
Task scheduler – non recurring	Use this section if you need to set up a fixed/finite number of tasks. For example 6 monthly tasks (instances of the obligation which has to be met/completed)
Schedule new tasks?	Click this option box to open up the non-recurring scheduler
Task date (start)	Date on/from which you require the tasks to begin.
Frequency	Pre-defined set of frequencies a task can be set to be created e.g. daily, weekly, monthly etc
New tasks	Number of tasks to be created
Task scheduler – recurring	Use this section if you need to set up an on-going number of tasks or there is a pre-defined date on which meeting the obligation (task generation) stops. For example a monthly task (instances of the obligation which has to be met/completed) which is performed indefinitely.
Schedule new tasks?	Click this option box to open up the recurring scheduler
Task date (start)	Date on/from which you require the tasks to begin.
Task date (end)	Date from which the obligation's tasks no longer need to be created.
Frequency	Pre-defined set of frequencies a task can be set to be created e.g. daily, weekly, monthly etc
New tasks scheduled in advance	The number of advanced tasks you would like the scheduler to automatically create. As each task period passes, the system will automatically create another task to ensure the number of advanced dated tasks meet the number specified.

Task start reminder	Comment
First	Tick box. First workflow reminder for the Task due date. Selecting the First tick box will initiate the First workflow alert for selected recipients (Owner, Manager, Performer or Others). Selections made in the Obligations section will automatically be mapped into any Tasks which are created.
Second	Tick box. Second workflow reminder for the Task due date. Selecting the Second tick box will initiate the Second workflow alert for selected recipients (Owner, Manager, Performer or Others). Selections made in the Obligations section will automatically be mapped into any Tasks which are created.
Third	Tick box. Third workflow reminder for the Task due date. Selecting the Third tick box will initiate the Third workflow alert for selected recipients (Owner, Manager, Performer or Others). Selections made in the Obligations section will automatically be mapped into any Tasks which are created.
Others	Tick box. Select the 'Others' tick box then select the double arrow button to

© 2011 Risk Wizard Pty Ltd

	choose additional recipients for the respective notification. There are no limits on the number of 'Other' reminder recipients. Selections made in the Obligations section will automatically be mapped into any Tasks which are created.
Before days	Number. The number of days before the Obligation Task date that the workflow reminder will be sent to he relevant recipients.

Table 5 Additional data fields displayed in the obligation register

Field name	Comment
Aggregated risk level	Calculated field. Average risk level of all risks linked to the obligation.
Aggregated control effectiveness	Calculated field. Average control 'Effectiveness' rating for all controls linked to the obligation.
Recurring (yes/no)	'Yes/No option: When setting up a time based obligation, a 'Recurring obligation' is one which keeps arising at specified time intervals.
Frequency	Single pick list. When setting up a time based obligation, frequency is the regularity of the obligation arising. E.g. weekly, monthly, annually
Obligation start	Date field. Date on which the first obligation is due to be achieved.
Created	Date the Obligation was created
Created by	Name of person who created the Obligation
Last modified	Date the Obligation was last modified
Last modified by	Name of person who last modified the Obligation
Linked perspectives	List of Perspective record numbers that are linked to the Obligation
Linked controls	List of Control record numbers that are linked to the Obligation
Linked risks	List of Risk record numbers that are linked to the Obligation
Linked tasks	List of Control record numbers that are linked to the Obligation
Linked incidents	List of Compliance obligation record numbers that are linked to the Risk
Permissions	List of Permission tags associated with the record

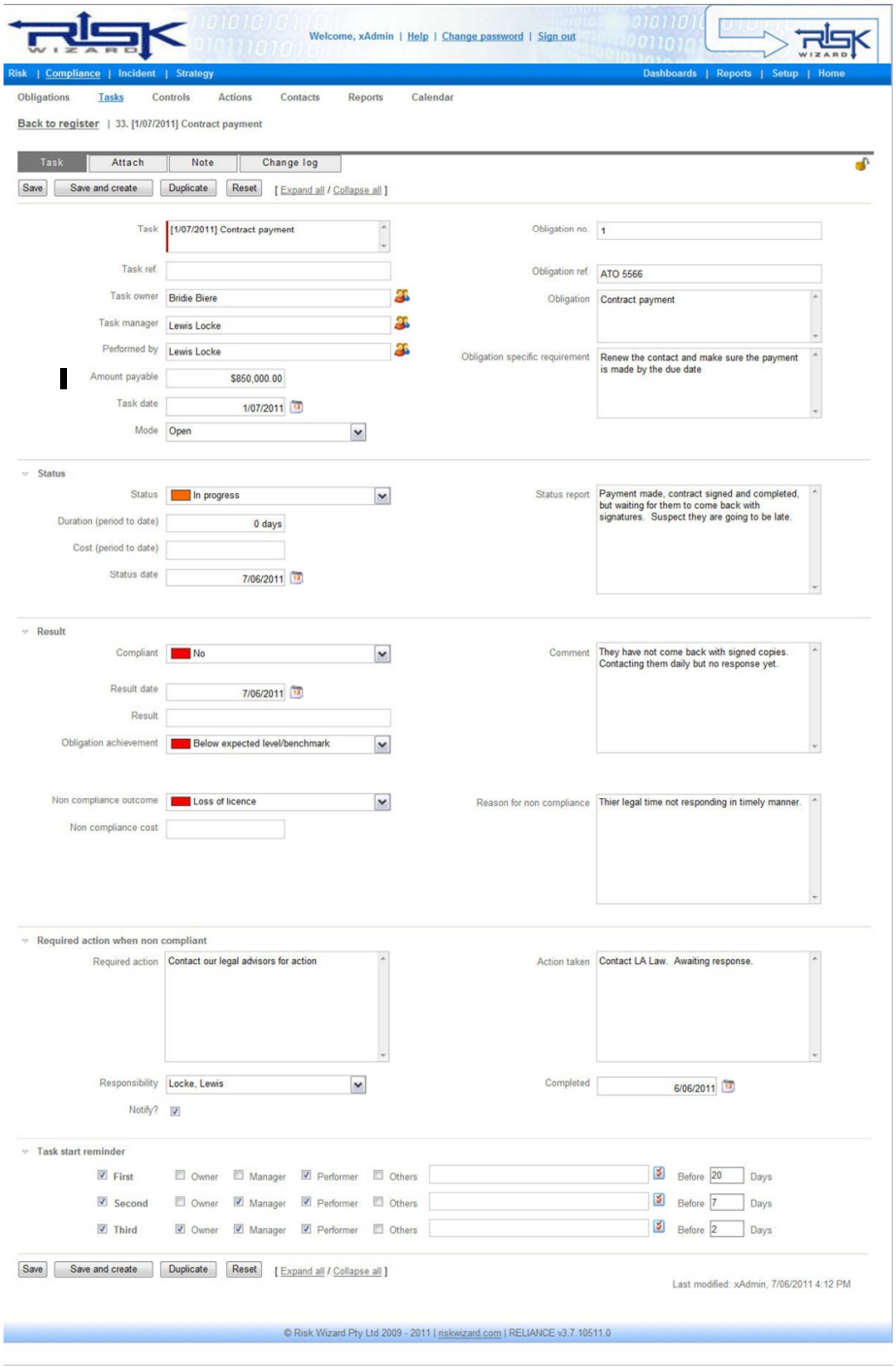
© 2011 Risk Wizard Pty Ltd

7.2 Tasks

A task is a record for recording the execution of an obligation for a particular time period. An obligation may have many tasks associated with it. Each task is a self contained record accessible to users via the 'Task' tab within the obligation record, or to non users via the Enterprise Task screen. Compliance has an obligation register with the accompanying tools such as filters, export and charts etc.

For example, a company may have an obligation to lodge a tax return at the end of each financial year to the relevant government authority. The obligation register will contain the obligation to lodge a tax return annually and each year, a task is raised to manage and record the lodgment of that tax return.

Sample compliance obligation Task input/edit form


Welcome, xAdmin | Help | Change password | Sign out
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Obligations Tasks Controls Actions Contacts Reports Calendar
Back to register | 33. [1/07/2011] Contract payment
Task Attach Note Change log
Save Save and create Duplicate Reset [Expand all / Collapse all]
Task [1/07/2011] Contract payment
Task ref.
Task owner Bridie Biere
Task manager Lewis Locke
Performed by Lewis Locke
Amount payable $850,000.00
Task date 1/07/2011
Mode Open
Obligation no. 1
Obligation ref. ATO 5566
Obligation Contract payment
Obligation specific requirement Renew the contact and make sure the payment is made by the due date
Status
Status In progress
Duration (period to date) 0 days
Cost (period to date)
Status date 7/06/2011
Status report Payment made, contract signed and completed, but waiting for them to come back with signatures. Suspect they are going to be late.
Result
Compliant No
Result date 7/06/2011
Result
Obligation achievement Below expected level/benchmark
Comment They have not come back with signed copies. Contacting them daily but no response yet.
Non compliance outcome Loss of licence
Non compliance cost
Reason for non compliance Thier legal time not responding in timely manner.
Required action when non compliant
Required action Contact our legal advisors for action
Responsibility Locke, Lewis
Notify?
Action taken Contact LA Law. Awaiting response.
Completed 6/06/2011
Task start reminder
First Owner Manager Performer Others Before 20 Days
Second Owner Manager Performer Others Before 7 Days
Third Owner Manager Performer Others Before 2 Days
Save Save and create Duplicate Reset [Expand all / Collapse all]
Last modified: xAdmin, 7/06/2011 4:12 PM
© Risk Wizard Pty Ltd 2009 - 2011 | riskwizard.com | RELIANCE v3.7.10511.0

© 2011 Risk Wizard Pty Ltd

Table 6 Compliance task register field definitions

Field name	Comment
No.	Automatically generated in sequential order. This is the unique Task record number. Deleted record numbers are not re-used.
Task	Free text. Description of the time based obligation. When a task is created (in the obligation screen) this field is the same as the 'Obligation'. This amount is copied from the Obligation name field but can be edited in the Task form.
Task ref.	Free text. Any type of reference code which may be used to identify a task.
Task owner	Multi pick list. Person(s) who is responsible for the Task. Default - will be the same as the Obligation owner. This amount is copied from the Obligation form.
Task manager	Multi pick list. Person(s) who is responsible for managing the Task. Default - will be the same as the Obligation manager. This amount is copied from the Obligation form.
Performed by	Multi pick list. Person(s) who is responsible for completing/executing the Task. Default - will be the same as the Obligation performed by. This amount is copied from the Obligation form.
Amount payable	Obligation amount which is payable this task period. This amount is copied from the Obligation form.
Task date	Date field. Date on which the task has to be completed by.
Mode	Single pick list. The obligation records, like all other records, can be saved in any number of record types (mode). Registers and reports all use the mode as a primary filter. This amount is copied from the Obligation form.
Obligation No.	Calculated field. Non editable. Compliance obligation number which this task was generated from and to which this task relates. This is non-editable.
Obligation Ref.	Calculated field. Non editable. Reference code used in the obligation record to identify an obligation. This amount is copied from the Obligation form. This is non-editable.
Obligation name	Calculated field. Non editable. Description (from the compliance obligation screen) of the responsibility or commitment which has to be undertaken/performed by the organisation/individual. This amount is copied from the Obligation form. This is non-editable.
Obligation specific requirement	This field is mapped from the Obligation form. It is generally used as an instruction for the task recipient to follow in order to meet the obligation for the specific task period. This is non-editable.
Status	Single pick list. Description of progress being made in meeting the compliance obligation. The Risk Wizard system administrator can determine which response/s will disable reminder notifications.
Duration (period to date (days))	Number. Days taken, to date, in meeting the task.
Cost (period to date)	Financial amount. Cost incurred, to date, in meeting the task.
Status date	Date field. Date used for reporting when the task status has been updated for reporting purposes.
Status report	Free text. Work in progress explanation for the particular task. This field is displayed in one of the Compliance reports.
Compliance	Single pick. Choose the 'yes', 'no' or other option as available to indicate whether the obligation was met/achieved for the relevant task period. The Risk Wizard system administrator can determine a) which 'Compliance' responses will result in a 'non-compliance' outcome which in turn may initiate a non-compliance notification, b) which response/s will disable reminder notifications.

© 2011 Risk Wizard Pty Ltd

Result date	Date field. Date on which the task result was entered.
Result	Free text. Outcome for the task. For example, was the obligation met/achieved?
Obligation achievement	Single pick list. Select a descriptor which best describes the level of obligation achievement obtained for the task.
Non compliance outcome	Single pick list. Choose option which best describes the end result from the work undertaken for the task.
Non compliance cost	Financial amount. Cost resulting from not meeting/achieving the task.
Comment	Free text field.
Reason for non compliance	Free text. Explanation why execution of the task did not meet the obligation requirements/commitments.
Required action	Free text. This field can be pre-populated from the obligation when the task is created. Alternatively, the required action can be updated or entered as required.
Responsibility	Person responsible for completing the pre-defined 'Required action' when the task is recorded as being 'non-compliant'. Pre-populated responsible person comes from the 'Responsibility' field in the Obligation input/edit form.
Notify	Click this field if you want the 'Responsibility' person to receive an email notification providing details of the 'required action when non-compliant' when the task is saved.
Action taken	Free text. Explanation of what action was taken for the non-compliant task.
Completed	Date field. Enter the date on which the 'Action taken' was completed.

Task start reminder	Comment
First	Tick box. First workflow reminder for the Task due date. Selecting the First tick box will initiate the First workflow alert for selected recipients (Owner, Manager, Performer or Others). Selections made in the Obligations section will automatically be mapped into any Tasks which are created.
Second	Tick box. Second workflow reminder for the Task due date. Selecting the Second tick box will initiate the Second workflow alert for selected recipients (Owner, Manager, Performer or Others). Selections made in the Obligations section will automatically be mapped into any Tasks which are created.
Third	Tick box. Third workflow reminder for the Task due date. Selecting the Third tick box will initiate the Third workflow alert for selected recipients (Owner, Manager, Performer or Others). Selections made in the Obligations section will automatically be mapped into any Tasks which are created.
Others	Tick box. Select the 'Others' tick box then select the double arrow button to choose additional recipients for the respective notification. There are no limits on the number of 'Other' reminder recipients. Selections made in the Obligations section will automatically be mapped into any Tasks which are created.
Before days	Number. The number of days before the Obligation Task date that the workflow reminder will be sent to he relevant recipients.

Table 7 Additional data fields displayed in the task register

Field name	Comment
Created	Date that the Task was created
Created by	Name of User who created the Task
Last modified	Date that the Task was last modified
Last modified by	Name of User who last modified the Task

© 2011 Risk Wizard Pty Ltd

8 Incident

INCIDENT is a great tool for recording actual incidents, events or near-misses that have occurred (in contrast to risk management where 'what might happen' is recorded). Incidents can be any business happening or occurrence, loss event, near-miss, accident etc. For example, the system can record:

- Fleet car accident
- Workplace injury
- Network outage
- Damage to property/equipment
- Customer complaint
- Bad debt or other financial loss event
- Utility failure
- Anti-money laundering breach
- Confidential/Privacy breach
- Fraud etc

The detailed information that is captured covers areas related to:

- Details about the incident, including its attributes and causal factors
- Consequences related to the incident
- Management of the incident and corrective actions
- Automatic incident notification system via email

The Incident register can mirror the risk register in many aspects, for example, the risk of fraud might have been identified in the risk register while the Incident register could record the actual instances of fraud. These records can be easily linked together to provide the user with a higher degree of business intelligence. The user can interpret the situation with better information and act on this, for example, implement better fraud controls since there have been too many incidents recorded to date.

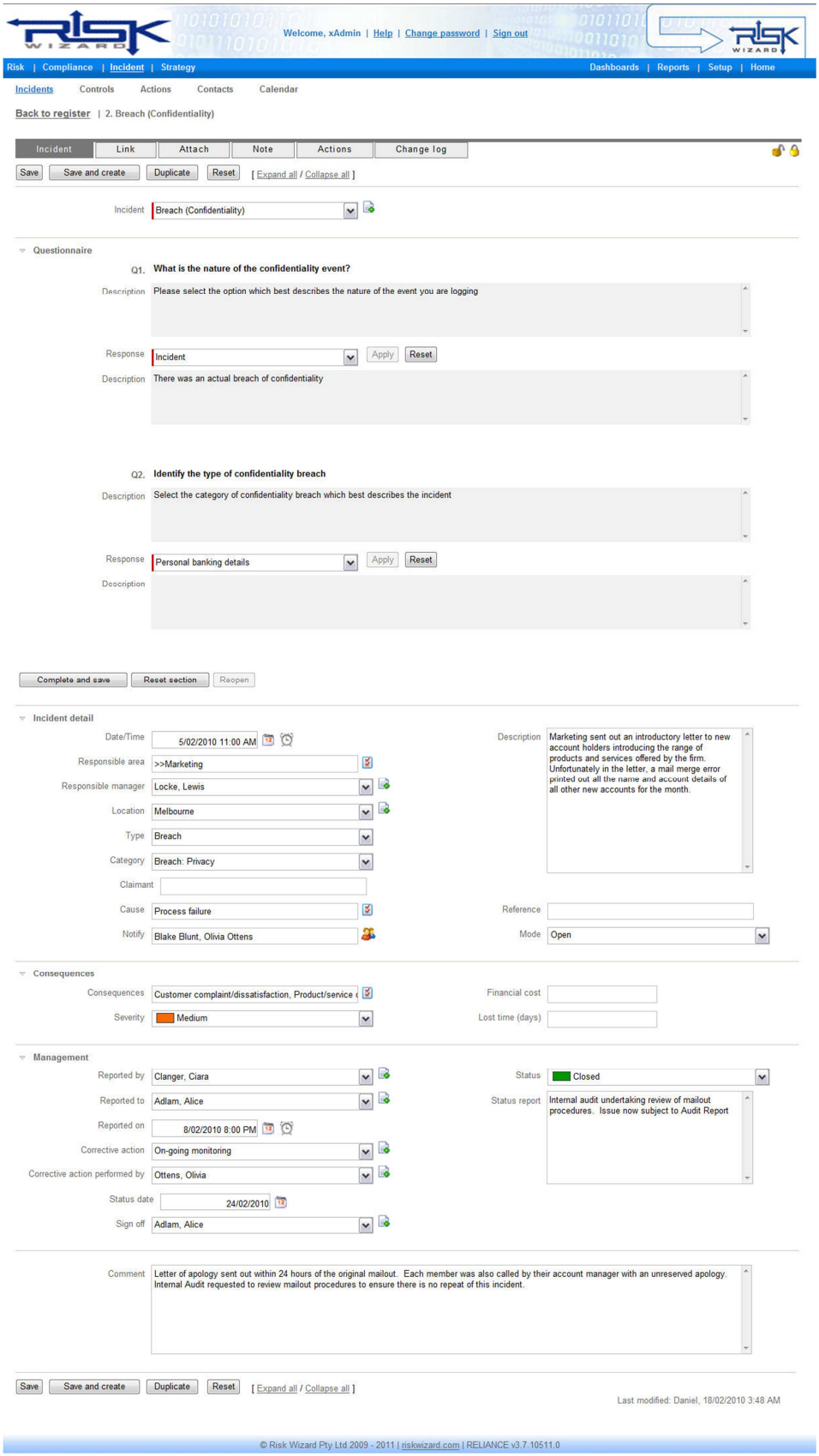
The Questionnaire section of the incident form enables tailored information capture for each particular incident type. The response to each of the tailored questions/items can lead to a tailored set of options and subsequent questions. Selecting the appropriate response for each question then 'applying' you response takes you down a very specific information gathering path in order to provide the maximum amount of information need to appropriately manage the incident.

Incident workflow notifications (new incident, incident manager change, incident mode change) have hyperlinks to the Enterprise Update Screen and provide a high level of engagement to the persons involved in managing the incident.

Licenced users can control Enterprise User access to the incident records using the enterprise permissions lock (right of the 'Change log' tab in the incident form). Enterprise user default permissions are 'read/write'. The Enterprise permissions lock can provide 'disable edit' (view only) or 'disable view' (cannot view/edit incident).

© 2011 Risk Wizard Pty Ltd

Sample Compliance obligation screen


Welcome, xAdmin | Help | Change password | Sign out
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Incidents Controls Actions Contacts Calendar
Back to register | 2. Breach (Confidentiality)
Incident Link Attach Note Actions Change log
Save Save and create Duplicate Reset [Expand all / Collapse all]
Incident Breach (Confidentiality)
Questionnaire
Q1. What is the nature of the confidentiality event?
Description Please select the option which best describes the nature of the event you are logging
Response Incident Apply Reset
Description There was an actual breach of confidentiality
Q2. Identify the type of confidentiality breach
Description Select the category of confidentiality breach which best describes the incident
Response Personal banking details Apply Reset
Description
Complete and save Reset section Reopen
Incident detail
Date/Time 5/02/2010 11:00 AM
Responsible area >>Marketing
Responsible manager Locke, Lewis
Location Melbourne
Type Breach
Category Breach: Privacy
Claimant
Cause Process failure
Notify Blake Blunt, Olivia Ottens
Description Marketing sent out an introductory letter to new account holders introducing the range of products and services offered by the firm. Unfortunately in the letter, a mail merge error printed out all the name and account details of all other new accounts for the month.
Reference
Mode Open
Consequences
Consequences Customer complaint/dissatisfaction, Product/service
Severity Medium
Financial cost
Lost time (days)
Management
Reported by Clanger, Ciara
Reported to Adlam, Alice
Reported on 8/02/2010 8:00 PM
Corrective action On-going monitoring
Corrective action performed by Ottens, Olivia
Status date 24/02/2010
Sign off Adlam, Alice
Status Closed
Status report Internal audit undertaking review of mailout procedures. Issue now subject to Audit Report
Comment Letter of apology sent out within 24 hours of the original mailout. Each member was also called by their account manager with an unreserved apology. Internal Audit requested to review mailout procedures to ensure there is no repeat of this incident.
Save Save and create Duplicate Reset [Expand all / Collapse all]
Last modified: Daniel, 18/02/2010 3:48 AM
© Risk Wizard Pty Ltd 2009 - 2011 | riskwizard.com | RELIANCE v3.7.10511.0

© 2011 Risk Wizard Pty Ltd

Table 8 Incident register field definitions

Field name	Comment
No.	Automatically generated in sequential order. This is the unique Incident record number. Deleted record numbers are not re-used.
Incident	Single pick list. Incident title or name.
Questionnaire (section header)	Section which only appears on the incident form when the Risk Wizard system administrator has entered question/responses for the particular type of incident.
Q1….	Unique question number which used to identify each question or instruction to be completed when entering the incident.
Description	Explanation of the question/instruction
Response	Range of options which user chooses from to best answer the question or to complete the instruction
Apply	To enter the question response into the database you must select the <Apply> button
Reset	Select the <Reset> button to remove your responses subsequent to the <Reset> button selected.
Date/time	Date and time field. Date/time when incident occurred.
Status	Single pick list. Status of incident in relation to its management.
Type	Single pick list. Type of incident that occurred.
Severity	Single pick list. Measure of how severe the incident is.
Consequences	Multi pick list. List of different consequences resulting from incident.
Financial cost	Number field. Financial cost or value associated with incident. Financial cost includes two decimal places.
Lost time (days)	Number field. Number of work days lost as a result of incident.
Responsible area	Multi pick list. Business unit(s) responsible for incident management.
Description	Free text. Description of incident.
Claimant	Free text. Name of person/persons making a insurance/other claim against the organisation
Reference	Free text. Incident reference. This could be an internal file reference or possibly a reference to an insurance claim related to incident.
Mode	Single pick list. The incident records, like all other records, can be saved in any number of record types (mode). The Incident Register uses the mode as a primary filter.
Location	Single pick list. Location of incident.
Category	Single pick list. Category of incident.
Causes	Multi pick list. Different causes/reasons for incident.
Reported by	Single pick list. Person who reported incident.
Reported to	Single pick list. Person to whom incident was reported.
Reported on	Date and time field. Date/time when incident was reported.
Notify	Multi pick list. Person(s) who require to be notified about the incident.
Responsible manager	Single pick list. Person who is responsible for managing the incident.
Corrective action	Single pick list. Corrective action required.
Corrective action performed by	Single pick list. Person responsible for carrying out corrective action.
Status report	Free text. Report of incident status in relation to management of incident.
Status date	Date field. Date of status relating to management of incident.
Sign off	Single pick list. Person responsible for sign off of incident management.

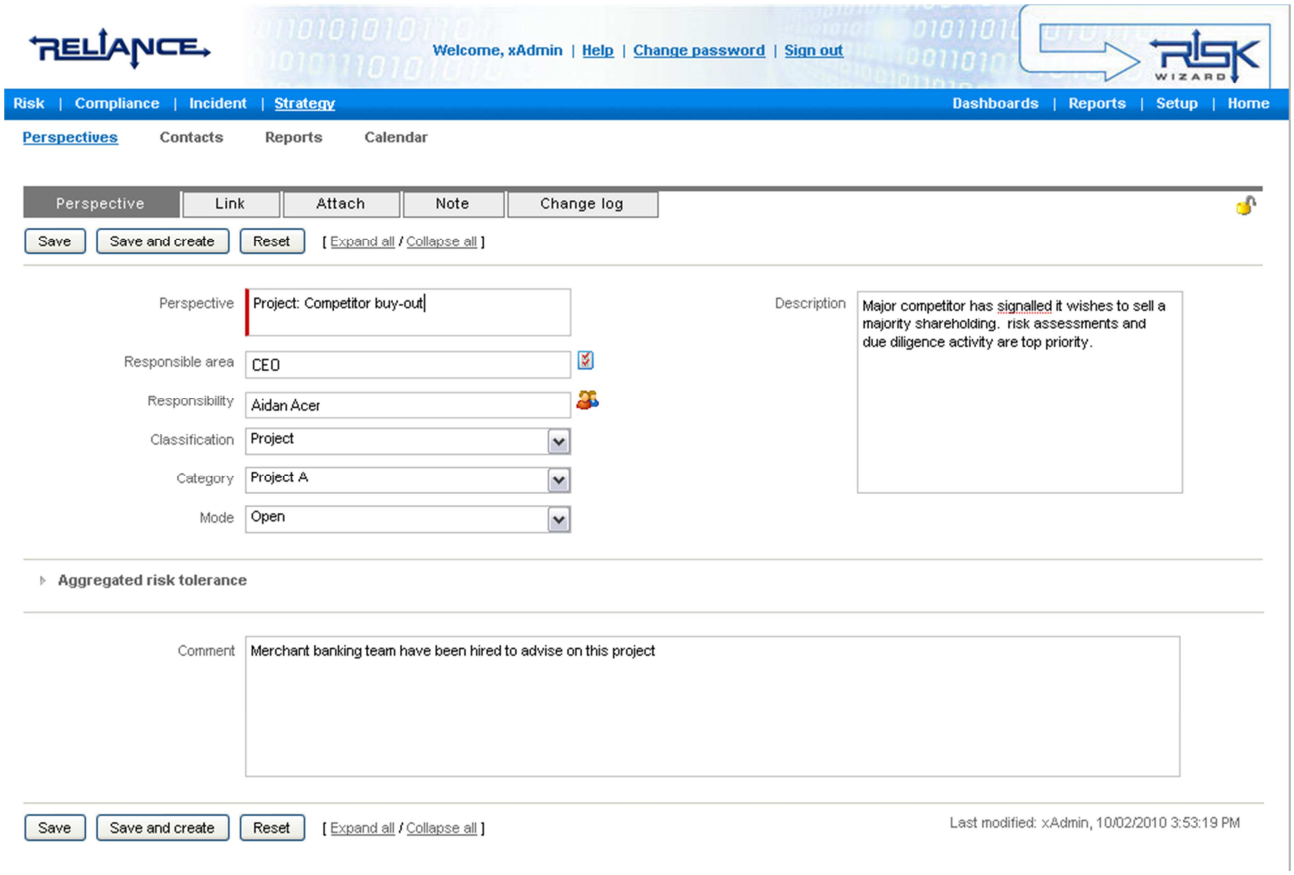
© 2011 Risk Wizard Pty Ltd

Comment	Free text. Comments on the incident.
Created	Date the Incident was created
Created by	Name of person who created the Incident
Last modified	Date the Incident was last modified
Last modified by	Name of person who last modified the Incident
Entry method	Method of record creation. Register (normal system creation method) or Enterprise (creation via Enterprise Incident Recorder)
Linked risks	List of Risk record numbers that are linked to the Incident
Linked controls	List of Control record numbers that are linked to the Incident
Linked obligations	List of Obligation record numbers that are linked to the Incident
Permissions	List of Permission tags associated with the record

9 Strategy

STRATEGY enables you to build strategic information that can be linked to other information in the system. This linked information feature allows the user to quickly and easily build robust data relationships and thus create a more meaningful strategic framework.

The strategic framework is built up by creating what we call '*Perspectives*'. For example, you might create a perspective called 'sales expansion strategy'. After this you might review the risk register and determine that various 'sales and marketing' risks could affect the 'sales expansion strategy'. To establish a relationship the data records must be linked together. Once linked, the linked information can be analysed through dashboards, reports and registers.



© 2011 Risk Wizard Pty Ltd

9.1 Perspectives

The strategic framework is built up by creating what we call 'Perspectives' and these can simply be anything you want them to be. For example, you could have one perspective for sales strategy, a second perspective for a tactical objective, another for a special project etc.
Perspectives become more powerful whenever you link them to other information. Once linked, the linked information can be analysed through dashboards, reports and registers.

9.1.1 Perspective register

The register not only provides a 'window' to the data but also acts as an 'instrument panel' allowing the user to quickly access a range of features and functions .All Perspective data records are listed in the Perspective register (See below). The complete set of data columns/fields in the Perspective register are explained here.

© 2011 Risk Wizard Pty Ltd

Table 9 Perspective register field definitions

Field Name	Comment
No	Automatically generated in sequential order. This is the unique perspective record number. Deleted record numbers are not re-used.
Perspective	Free text. This is the name of the Perspective, for example, sales strategy, IT project, profit target.
Responsibility	Multi pick list. Person(s) responsible for the Perspective.
Classification	Single pick list. Examples of Classification are Strategy, Project, Key Result Area, and Objective.
Category	Single pick list. Examples of Category are Regulatory, Finance, Infrastructure
Risk tolerability	Single pick list. Examples of Risk tolerability are Under review, Intolerable, To be closed
Responsible area	Multi pick list. Business area(s) responsible for the perspective.
Mode	Single pick list. This is the record mode, for example, active, draft, closed.
Description	Free text. This is the detailed description for the Perspective.
Risk tolerance approved	Date field. Select or enter date when Risk tolerance approved.
Risk level	Number field. Enter the Aggregated risk tolerance (Risk level) for the Perspective. This is compared to the average risk level for all risks linked to the Perspective.
Aggregated risk level	Calculated field. The risk level for each risk linked to the Perspective is aggregated and a simple average calculated.
Variance (Risk level v Aggregated risk level)	Calculated field. If the variance is negative (adverse) it means that the average risk level for all linked risks is above our tolerance level for the Perspective. A positive (favorable) variance indicates we are within tolerance.
Variance (Corporate appetite v Aggregated risk level)	Calculated field. If the variance is negative (adverse) it means that the average risk level for all linked risks for the Perspective is above our Corporate appetite. A positive (favorable) variance indicates we are below the Corporate appetite.
Total exposure	Monetary field. Enter the Aggregated risk tolerance (Total exposure) for the Perspective. This is compared to the aggregated total exposures for all risks linked to the Perspective.
Total financial risk	Monetary field. Enter the Aggregated risk tolerance (Total exposure) for the Perspective. This is compared to the aggregated total financial risk for all risks linked to the Perspective.
Risk tolerance reviewed	Date field. Select or enter date when Risk tolerance reviewed.
Comments	Free text
Created	Date that the Perspective was created
Created by	Name of person who created the Perspective
Last modified	Date that the Perspective was last modified
Last modified by	Name of person who last modified the Perspective
Linked risks	List of Risk record numbers that are linked to the Perspective
Permissions	List of Permission tags associated with the record

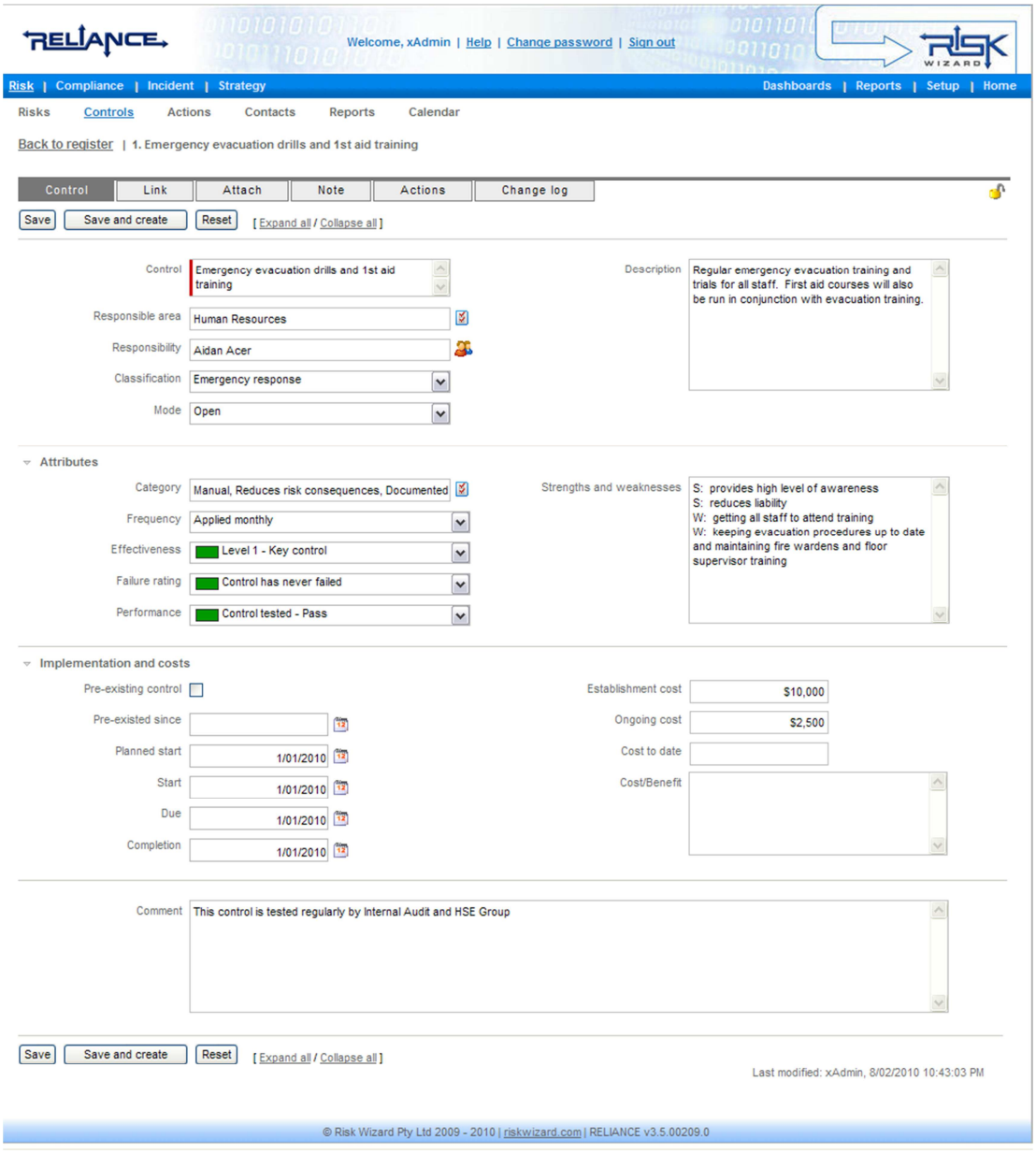
© 2011 Risk Wizard Pty Ltd

10 Controls

Controls provide a repository for control related information. Control details inform you about key attributes (e.g. control effectiveness), the cost and timing of control implementation (e.g. Completion date) and what risks and compliance obligations the control is linked to.

The Controls module can be accessed from the Risk; Compliance and/or Incident modules provided the user has access permissions. Controls are linked to risks, compliance obligations and incidents via the 'Link' tab.

The register not only provides a 'window' to the data but also acts as an 'instrument panel' allowing the user to quickly access a range of features and functions. All Control data records are listed in the Control register (See below). The complete set of data columns/fields in the Control register are explained here.


RELIANCE
Welcome, xAdmin | Help | Change password | Sign out
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Risks Controls Actions Contacts Reports Calendar
Back to register | 1. Emergency evacuation drills and 1st aid training
Control Link Attach Note Actions Change log
Save Save and create Reset [Expand all / Collapse all]
Control: Emergency evacuation drills and 1st aid training
Description: Regular emergency evacuation training and trials for all staff. First aid courses will also be run in conjunction with evacuation training.
Responsible area: Human Resources
Responsibility: Aidan Acer
Classification: Emergency response
Mode: Open
Attributes
Category: Manual, Reduces risk consequences, Documented
Strengths and weaknesses: S: provides high level of awareness
S: reduces liability
W: getting all staff to attend training
W: keeping evacuation procedures up to date and maintaining fire wardens and floor supervisor training
Frequency: Applied monthly
Effectiveness: Level 1 - Key control
Failure rating: Control has never failed
Performance: Control tested - Pass
Implementation and costs
Pre-existing control
Establishment cost: $10,000
Pre-existed since
Ongoing cost: $2,500
Planned start: 1/01/2010
Cost to date
Start: 1/01/2010
Cost/Benefit
Due: 1/01/2010
Completion: 1/01/2010
Comment: This control is tested regularly by Internal Audit and HSE Group
Save Save and create Reset [Expand all / Collapse all]
Last modified: xAdmin, 8/02/2010 10:43:03 PM
© Risk Wizard Pty Ltd 2009 - 2010 | riskwizard.com | RELIANCE v3.5.00209.0

© 2011 Risk Wizard Pty Ltd

Table 10 Control register field definitions

Field name	Comment
No.	Automatically generated in sequential order. This is the unique Control record number. Deleted record numbers are not re-used.
Control	Free text. Name of the Control e.g. Fraud, Fire emergency, Product demand falls.
Effectiveness	Single pick list. Examples of Effectiveness are Needs improvement, Working effectively, Not assessed
Status	Calculated field. The implementation status of each control is shown here. For example, if the control has not been completed by the due date, a status of Overdue is shown. Other examples include Completed late, Overdue Start.
Variance	Calculated field. The variance relates to the Status column and refers to number of days. For example, a Variance of 36 is shown. The corresponding Status shows Completed Late. Therefore, this control was implemented 36 days after we planned.
Failure rating	Single pick list. Assesses likelihood and consequence of the control failing. Examples of Failure rating are "Low chance, High impact", "Medium chance, Medium impact"
Performance	Single pick list. This enables you to assess the past performance of the control, in terms of failures and impact. Examples of Performance are No failures, "Occasional failure, and High impact".
Responsible area	Multi pick list. Business area(s) responsible for the Control.
Linked risks	List of Risk record numbers that are linked to the Control
Linked obligations	List of Compliance obligation record numbers that are linked to the Control
Linked incidents	List of Compliance obligation record numbers that are linked to the Control
Responsibility	Multi pick list. Person(s) responsible for the Control
Classification	Single pick list. E.g. Physical control, Segregation of duties, Management oversight.
Mode	Single pick list. This is the record mode, for example, active, draft, closed.
Description	Free text. This is the detailed description for the Control.
Category	Multi pick list. Examples of Control Categories are Manual, Automated, Documented
Frequency	Single pick list. How often the control operates, for example, weekly, monthly, annually.
Strength and weaknesses	Free text. A detailed description of the control strengths and weaknesses is shown here.
Pre-existing control	Check-box. This indicates whether the control was pre-existing or not.
Pre-existing since	Date field. Select or enter the date of pre-existence.
Planned start	Date field. Select or enter the Planned start date for the control implementation.
Start	Date field. Select or enter the actual Start date for the control implementation.
Due	Date field. Select or enter the due date for completion of the control implementation.
Completion	Date field. Select or enter the Completion date for the control implementation.
Establishment cost	Monetary field. Enter the cost to establish the control.
Ongoing cost	Monetary field. Enter the ongoing cost for the control.
Cost to date	Monetary field. Enter the overall cost incurred to date for the control.
Costs/benefits	Free text. This is the costs/benefits of the control implementation.
Comments	Free text
Created	Date that the Control was created
Created by	Name of person who created the Control
Last modified	Date that the Control was last modified
Last modified by	Name of person who last modified the Control
Permissions	List of Permission tags associated with the record

© 2011 Risk Wizard Pty Ltd

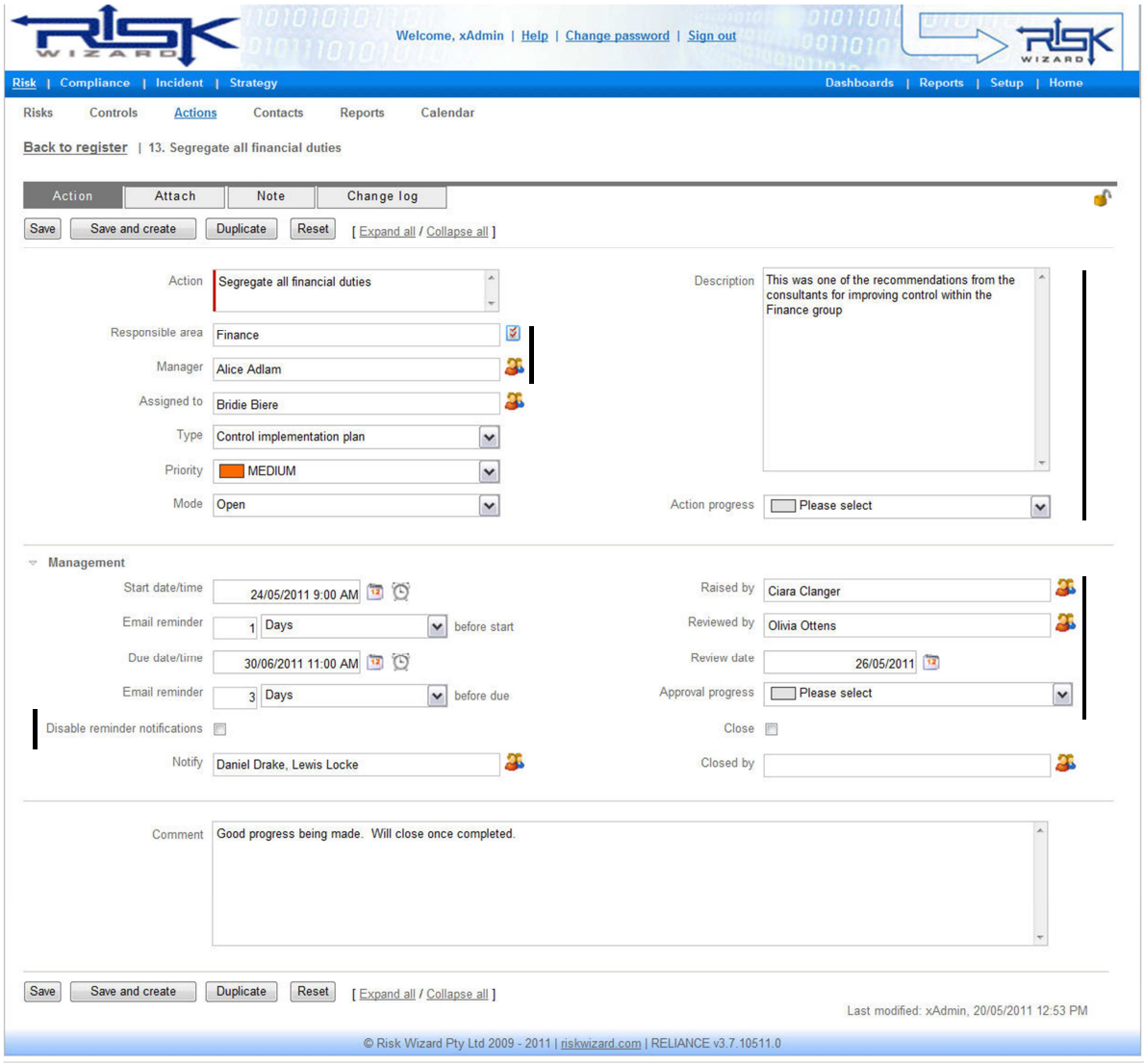
11 Actions

ACTION is a great tool for involving people in the process of managing risk or assisting with the achievement of compliance obligations. It is simple to use, quick to setup, and best of all, the people you involve in the process don't have to be users of the system.

Recipients of Action workflow notifications all receive an email with the action details and a hyperlink to the Enterprise Action screen. The Enterprise Action screen allows recipients to review the action details in a nicely formatted screen that looks exactly like the action screen registered users of the RELIANCE system see.

Recipients can use the Enterprise Action screen to view the action, amend the timing of the action start/due reminder alerts as well as updating the status of the action. When the action has been completed, the recipient can close the action.

Actions are associated with Risks, Compliance Obligations, Incidents and Controls.


Welcome, xAdmin | Help | Change password | Sign out
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Risks Controls Actions Contacts Reports Calendar
Back to register | 13. Segregate all financial duties
Action Attach Note Change log
Save Save and create Duplicate Reset [Expand all / Collapse all]
Action Segregate all financial duties
Responsible area Finance
Manager Alice Adlam
Assigned to Bridie Biere
Type Control implementation plan
Priority MEDIUM
Mode Open
Description This was one of the recommendations from the consultants for improving control within the Finance group
Action progress Please select
Management
Start date/time 24/05/2011 9:00 AM
Email reminder 1 Days before start
Due date/time 30/06/2011 11:00 AM
Email reminder 3 Days before due
Disable reminder notifications
Notify Daniel Drake, Lewis Locke
Raised by Ciara Clanger
Reviewed by Olivia Ottens
Review date 26/05/2011
Approval progress Please select
Close
Closed by
Comment Good progress being made. Will close once completed.
Save Save and create Duplicate Reset [Expand all / Collapse all]
Last modified: xAdmin, 20/05/2011 12:53 PM
© Risk Wizard Pty Ltd 2009 - 2011 | riskwizard.com | RELIANCE v3.7.10511.0

© 2011 Risk Wizard Pty Ltd

Table 11 Actions register field definitions

Field name	Comment
No.	Automatically generated in sequential order. This is the unique Action record number. Deleted record numbers are not re-used.
Action	Free text. Description of the action/activity to be undertaken.
Responsible area	Multi pick list. Business area(s) responsible for the Action.
Manager	Multi pick list. Person(s) who is responsible for managing the Task. Default - will be the same as the Obligation manager. This amount is copied from the Obligation form.
Assigned to	Multiple pick list. Person(s) who has been given responsibility to complete that action. People can be added to the list if they are not already there. Workflow email notifications and reminders can be set to go to the 'Assigned to' person.
Type	Single pick list. Categories for describing the general nature of the action to be undertaken.
Priority	Single pick list. List of labels for prioritising the importance of the action.
Mode	Single pick list. The action records, like all other records, can be saved in any number of record types (mode). Registers and reports all use modes as a primary filter.
Description	Free text. This is the detailed explanation of the action.
Action progress	Single pick list. Measure of how complete the action is.
Start date/time	Date field. Date work on the action should begin. This is in effect a first level reminder of the action due date.
Email reminder	Numeric value. In combination with the 'Before start' field, this field will determine the *number* of minutes/hours/days/months the Email reminder will be sent in advance of the Start date/time
Before start	Single pick list (minutes, hours, days, months) used to determine the time period used in combination with the 'Email reminder' number to send an email reminder in advance of the Start date/time
Due date/time	Date field. Date on which the action is scheduled for completion. Email reminder notification can be issued for the due date. Users can change the reminder date. Actions which have not been 'closed' by the due date can have 3 levels of overdue escalation alerts.
Email reminder	Numeric value. In combination with the 'Due date/time' field, this field will determine the *number* of minutes/hours/days/months the Email reminder will be sent in advance of the action 'Due date/time'
Before due	Single pick list (minutes, hours, days, months) used to determine the time period used in combination with the 'Email reminder' number to send an email reminder in advance of the Due date/time
Disable reminder notifications	Selecting this box will turn off all Start date/time reminder notifications, Due date/time reminder notifications and all Action overdue reminder notifications for the respective Action.
Notify	Multiple pick list. Person(s) who should be notified/aware of the action. Workflow email notifications and reminders can be set to go to these people.
Raised by	Multi pick list. Person(s) who raised the Action.
Reviewed by	Multi pick list. Person(s) who has reviewed the completeness of the action.
Review date	Date field. Date which the 'Reviewed by' person reviewed the Action.
Approval progress	Single pick list. Measure of approval by the 'Reviewed by' person that the Action has been completed.
Close	Selecting this box indicates the Action has been completed. When selected, a 'Closed action' workflow notification will be sent to recipients notifying them of the action closure.
Closed on	Date field. Date action was closed.
Closed by	Single pick list. Person who closed the action. Once closed, reminder notifications and

© 2011 Risk Wizard Pty Ltd

	alerts will no longer be active (Start date/time, Due date/time and Overdue notifications).
Comment	Free text.

Table 12 Additional data fields displayed in the action register

Status	Calculated field. Status can be 'open' or 'closed'. Status is open until 'Close' field has been selected.
Email reminder before due	Number. Determines the number of minutes/hours/days/months before the due date the 'due date reminder notification will be sent'. This can be reset once an alert has been sent.
Start date	Date field. Date on which work on the action should begin. Email reminder notification can be issued for the Start date. Users can change the reminder date.
Email reminder before start	Number. Determines the number of minutes/hours/days/months before the start date the 'start date reminder notification will be sent'. This can be reset once an alert has been sent.
Module	Calculated field. Module is the product/module of the linked record to which the action is associated with. It could be a risk, compliance obligation, strategy or a control.
Linked item	Calculated field. Record number and name of the record which the action is associated with. It could be a risk, compliance obligation, strategy or a control.
Created	Date that the Action was created
Created by	Name of person who created the Action
Last modified	Date that the Action was last modified
Last modified by	Name of person who last modified the Action

© 2011 Risk Wizard Pty Ltd

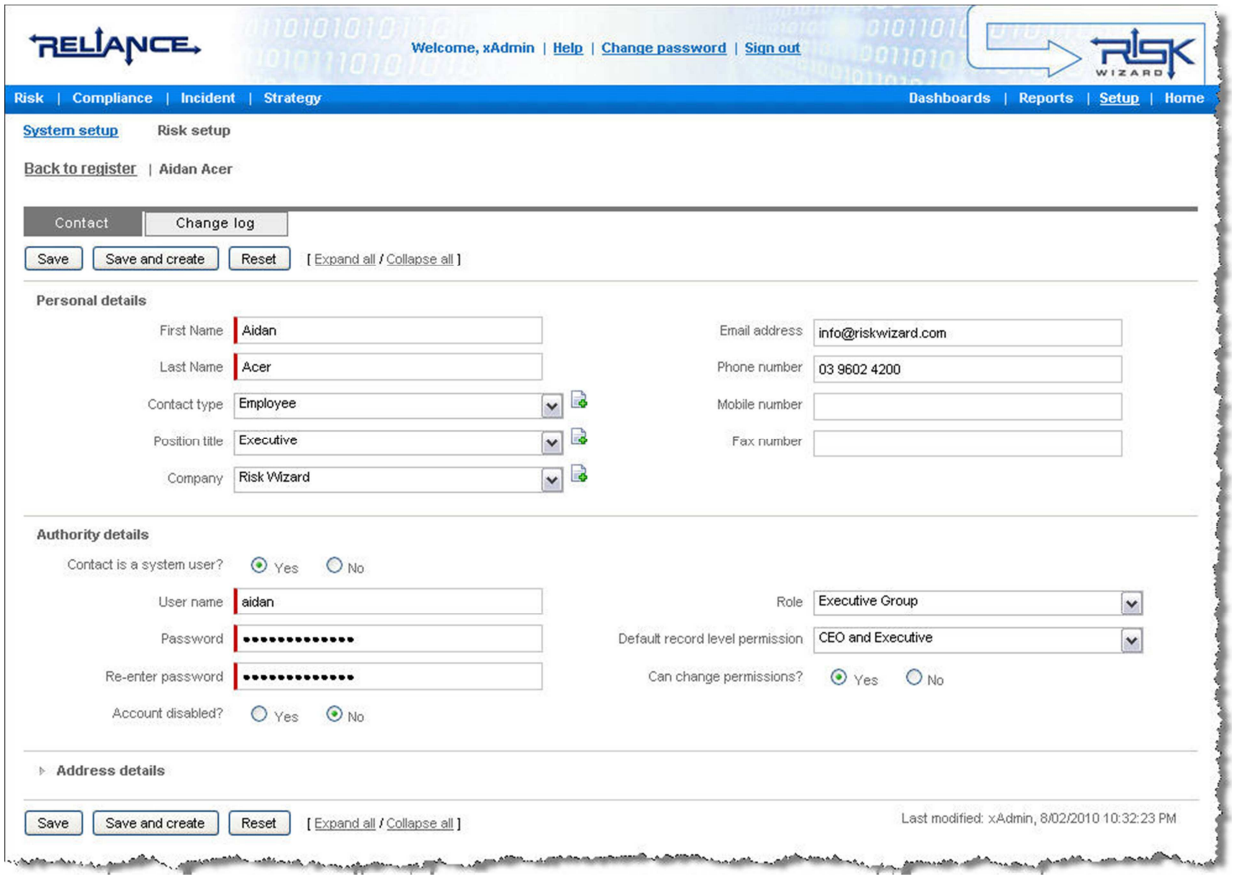
12 Contacts

Contacts can be accessed via the product sub-menus. The contact registry is a repository for *system users* and other people who might be involved with the whole process. Example contacts include employees, contractors, suppliers, customers, consultants, auditors.

Contact details inform you whether that person is a system user, their role based system access permission plus personal details, such as email address and phone number.

The Contact module can be accessed from all products provided the user has access permissions.
Note: Only the Administrator can create and manage users (access permissions).

The register not only provides a 'window' to the data but also acts as an 'instrument panel' allowing the user to quickly access a range of features and functions.



© 2011 Risk Wizard Pty Ltd

Table 13 Contacts register field definitions

Field Name	Comment
Last Name	Free text
First Name	Free text
User	Check box. The box is checked to denote that the Contact is a valid user of the system. If the box is left unchecked the related Contact cannot use the system.
Enabled	If the Contact is a user then their access can be either 'Yes' (access enabled) or 'No' (access disabled).
Role	This is the user's specific role. The role determines the system access permissions, for example view, edit and delete permissions.
Permissions disabled?	Check box. The box is checked to denote that the Contact is unable to change the record level security access permissions.
Default permission	This is the default permission tag recorded automatically against each record created by the user.
Contact type	Single pick list. Examples of Contact types are employee, consultant, and auditor.
Email address	Free text. A valid email address is required so that automatic notifications can be sent to Contacts.
Phone number	Free text
Mobile number	Free text
Fax number	Free text
Company	Single pick list. Examples of Company names are the employer's name, suppliers, and customers.
Position Title	Single pick list. Examples of Position titles are Director, General Manager, Supervisor
Mailing street	Free text
Mailing P.O. box	Free text
Mailing city	Free text
Mailing state/province	Free text
Mailing zip/postal code	Free text
Mailing country	Free text
Other street	Free text
Other P.O. box	Free text
Other city	Free text
Other state/province	Free text
Other zip/postal code	Free text
Other country	Free text
Created	Date that the Contact was created
Created by	Name of person who created the Contact
Last modified	Date that the Contact was last modified
Last modified by	Name of person who last modified the Contact
Perspectives responsible for	List of Perspective record numbers where the Contact is listed in the Responsibility field
Risks responsible for	List of Risk record numbers where the Contact is listed in the Owner field
Controls responsible for	List of Control record numbers where the Contact is listed in the Responsibility field
Obligations responsible for	List of Obligation record numbers where the Contact is listed in the Responsibility field
Incidents responsible for	List of Incident record numbers where the Contact is listed in the Responsibility field

© 2011 Risk Wizard Pty Ltd

13 Reports

REPORTS provide access to an array of different reports. Typically, reports will combine information from two or more modules and show the results in a hierarchical format. For example, a Risk report might show the key information for all the controls that are linked to a set of risks.

Under the Reports tab there is a menu item for each product, for example, Risk (default), Compliance and Strategy. If you select the menu item a list of reports is displayed. The list will show the report name, the report type and the fields reported.

Select the report from the list and it will automatically run. Within each report there are a range of filters and sort options. Filters are criteria used to extract the records from the database for inclusion in the report. Sort items are used to sort the records within the report.
The reports are very easy to print or export (.pdf file, Microsoft Excel, Rich Text Format (RTF)).

#	Product	Report name	Report type	Fields reported
1	Risk	Risk status report	Management	**Risk fields :** Number, name, owner, risk rating, **Linked control fields:** Number, name, responsibility, failure rating, effectiveness, status, control mode.
2	Risk	Control status report	Risk manager	**Control Fields:** Number, name, responsibility, failure rating, effectiveness, status, control mode. **Linked risk fields :** Number, name, owner, risk rating, risk mode
3	Risk	Risk owner report	Management	**Risk fields:** Owner, number, name, risk rating. **Linked control fields:** Number, name, responsibility, failure rating, effectiveness, status, control mode.
4	Risk	Control responsibility report	Risk manager	**Control fields:** Responsibility, number, name, failure rating, effectiveness, status. **Linked risk fields:** Number, name, owner, risk rating, risk mode.
5	Compliance	Compliance obligation report	Executive	**Obligation fields:** Number, name, obligation ref., obligation owner, responsible area, authority name, importance **Linked task fields:** Number, task date, task name, task manager, status, status report, obligation achievement, compliant, task mode
6	Compliance	Non compliance report	Executive	**Obligation fields:** Number, name, obligation ref., obligation owner, responsible area, authority name, importance, next obligation date **Linked task fields:** Number, task date, task name, task manager, result, non compliance outcome, non compliance cost, reason for non compliance, action taken
57	Strategy	Strategic perspective report	Executive	**Perspective Fields:** Number, name. **Linked risk fields:** Number, name, owner, risk rating, risk mode. **Linked control fields:** Number, name, responsibility, failure rating, control effectiveness, status, control mode.

© 2011 Risk Wizard Pty Ltd

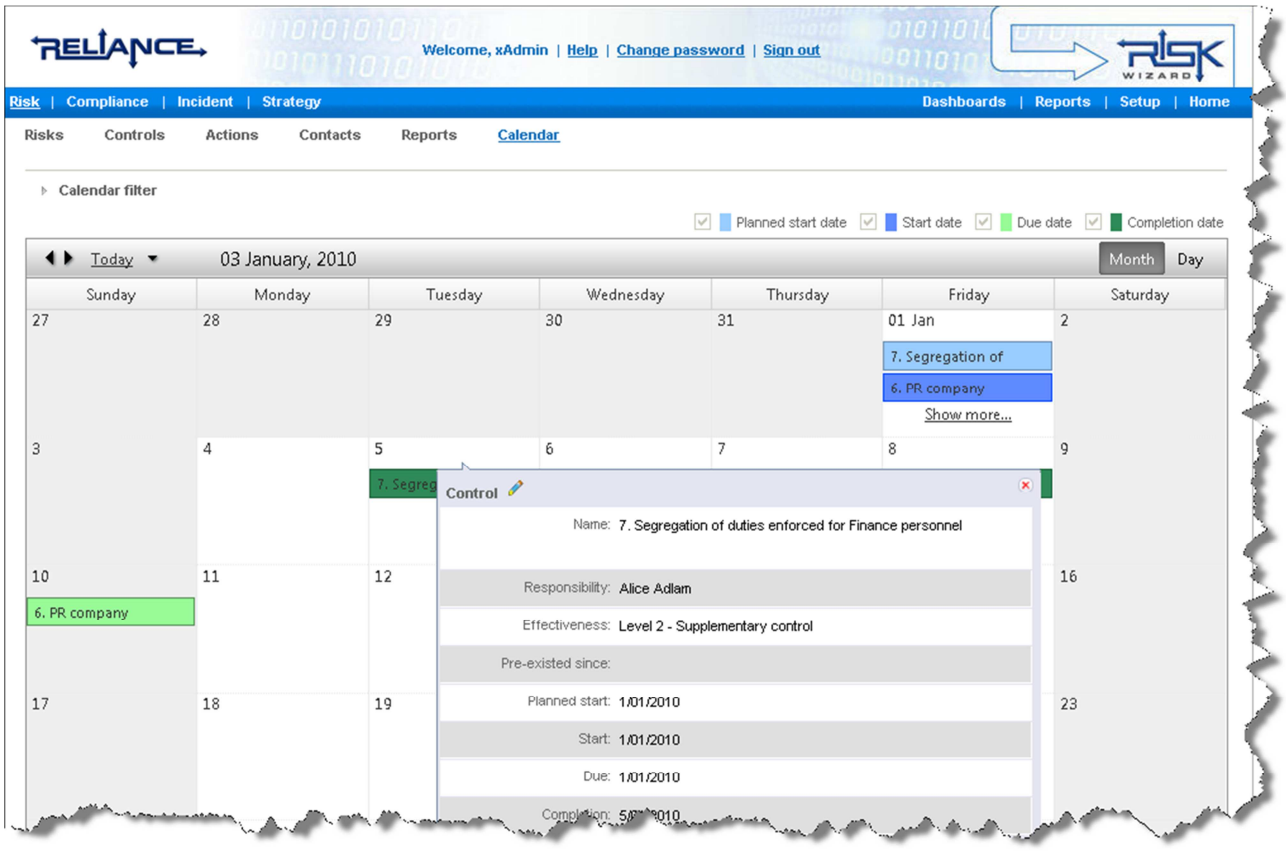
14 Calendar

Calendar provides a marvelous view of everyone's activity through a familiar and user friendly outlook. The Calendar is easy to navigate, understand and you can quickly monitor what has happened as well as what is planned to happen through daily and monthly tab views.

The Calendar is simply a great tool for monitoring individual or group activity over time. Each item in the Calendar represents a specific record, for example a risk or control and has an active link that enables you to drill down into the record proper. This superior navigation makes tracking and understanding the information quick and easy.

The Calendar can be accessed from the **main menu** tabs. The calendar view will default to the product from which you made the selection. For example, if you are in the Risk product the default calendar view will be for risks.

To change the default view you simple select the Calendar filter button in the calendar. This will expand the viewable area and enable you to choose from a wider combination of Module and other filters. Each module has a set of filters that can be applied as a set or individually making it a very useful tool for tracking actual and planned activity. Filter options include:


RELIANCE
Welcome, xAdmin | Help | Change password | Sign out
Risk | Compliance | Incident | Strategy
Dashboards | Reports | Setup | Home
Risks Controls Actions Contacts Reports Calendar
Calendar filter
Planned start date Start date Due date Completion date
Today 03 January, 2010
Month Day
Sunday Monday Tuesday Wednesday Thursday Friday Saturday
27 28 29 30 31 01 Jan 2
7. Segregation of
6. PR company
Show more...
3 4 5 6 7 8 9
10 11 12 16
6. PR company
17 18 19 23
Control
Name: 7. Segregation of duties enforced for Finance personnel
Responsibility: Alice Adlam
Effectiveness: Level 2 - Supplementary control
Pre-existed since:
Planned start: 1/01/2010
Start: 1/01/2010
Due: 1/01/2010

© 2011 Risk Wizard Pty Ltd

Module	Filter
Risk	Created date
Perspective	Risk tolerance approved date Risk tolerance reviewed date
Control	Planned start date Start date Due date Completed date
Obligation and task	Obligation approved date Task date Task result date
Incident	Incident date
Action	Created date Start date Due date Review date Close date
Mode	Select Mode
Responsibility	Select Contact

After the required data filter above is in place you can click the calendar icon and select a given day from the popup menu then click the Apply button to run the filter set. The results can be viewed on a 7 day view (Day tab) or month view (Month tab).

Items appearing on the Calendar are color coded for easier reference and interpretation. If you 'mouse-over' any items a tool tip will automatically display containing summary information. If you require more detail on that item then simply click the Edit icon (pen) and you will be immediately re-directed to the Edit screen. To return you simply click the 'Back to Calendar' link on the Edit screen or the Browser 'Back' button.

© 2011 Risk Wizard Pty Ltd